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# **A Dialogue Approach to Ending Violence Against Muslim Women in Montreal**

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## **A Resource Toolkit for the Imams of the Mosques of Montreal**

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Version 1.0

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Canada

Condition féminine  
Canada

Prepared by:  
Amal Center for Women



## ABOUT AMAL CENTER FOR WOMEN

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The Amal Center was founded in Montreal in 2002 as a central place to serve Muslim women who were experiencing a variety of social issues, including conjugal violence. The Amal Center has since become an open center, and welcomes all women. The center has served over 1000 women since the organization was established. Every year the Amal Center provides counselling services to 100-150 women in Montreal, representing 350-500 interventions.

The center counsels on topics ranging from marital conflict, conjugal violence, separation, divorce, parent and child conflict, mental health, immigration, integration and financial issues. The Amal Center works with a client base of primarily low income women, immigrant women and women from many multi-ethnic communities ranging from North Africa, South-Central Asia and the Middle East. Over 25% of Amal's clients are referred to the center by community partners including the Centre intégré universitaire de santé et de service sociaux (CIUSSS) in Ville Saint Laurent, CAVAC (Centre d'aide aux victimes d'actes criminal), Service de Police de la Ville de Montreal (SPVM), Palais Justice, as well as Centre de Jeunesse and Batshaw (the English and French arms of the Youth protection directorate). Amal serves women from both Montreal and the greater Montreal area. The center is also referred cases by the Montreal Mosque Network, and as a result, Amal's client base is spread throughout the region of Montreal.

## ACKNOWLEDGEMENTS

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The Amal Center gratefully acknowledges the input and collaboration of the following organizations towards the development of this Toolkit:

### Montreal Mosque Partners:

- B.A.D.R. Islamic Centre of Saint-Leonard
- Quba Mosque in Brossard (Islamic Community Center of South Shore, ICC)
- Al-Ansar Mosque in Laval
- Kawtar Mosque in Laval
- Al-Rawdah Mosque in Ville Saint Laurent
- Islamic Center of Quebec (ICQ) in Ville Saint Laurent
- Al-Omah Al-Islamiah in Montreal
- Abou Bakr Asseddique Mosque in Montreal

### Social services partners:

- Auberge Transition
- Centre d’aide aux victimes d’actes criminal (CAVAC)
- Centre de Jeunesse / Batshaw
- Centre intégré universitaire de santé et de service sociaux (CIUSSS) du Centre-Sud de l’île de Montreal
- Centre intégré universitaire de santé et de service sociaux (CIUSSS) du Nord de l’île de Montreal
- Maison Flora Tristan
- Repère
- Service d’aide aux Conjoints (SAC)
- Service de Police de la Ville de Montreal (SPVM) – Ville Saint Laurent

## PURPOSE

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The objective of this toolkit is to equip the Imams, who are leaders of the Mosques in Montreal, on how to address cases of conjugal violence in their communities, while leveraging the resources that exist in the Montreal social services network.

The mosque institution is at the hub of the Muslim community. It is frequently accessed and an easily accessible location for community members. The mosque is a valuable partner in promoting services, building awareness of various social programs and disseminating information in the community. This is evidenced by the strong level of engagement that Muslim men and women feel with their local mosque. In addition to prayer services, members of the community access the mosque for social events, sports activities, weekend school for children as well as workshops and conferences.

The Toolkit highlights to Imams:

- The definition of conjugal violence and recognizing the different types of violence
- How culture and religion can be used by the abuser to justify conjugal violence
- Impacts and consequence of conjugal violence in the Quebec legal system
- How an Imam can help a woman who is a victim of conjugal violence
- How an Imam can help a man that may be at risk of committing conjugal violence
- The role of the social service organizations and how they can help

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6.12 Resources in the Muslim community (healthcare, lawyer, shelter and more)

## 1.0 A PROTOCOL FOR IMAMS ON HOW TO ADDRESS CONJUGAL VIOLENCE

### 1.1 How to help a woman who is a victim of conjugal violence


**Step 1:** Listen to the woman's story

**Step 2:** Determine if she is experiencing marital conflict or conjugal violence

|   |   |
|---|---|
|  | Section 2.1 What is conjugal violence? (includes definitions of types of violence)<br>Section 2.2 Common signs of conjugal violence in a relationship<br>Section 2.3 How to determine the difference between marital conflict and conjugal violence |
|---|---|

**Step 2.1:** If she is experiencing marital conflict:

- The Imam can provide active listening. He can conduct individual counselling and couple counselling. The Imam can educate the woman or the couple regarding a healthy relationship and marriage in Islam.
- The Imam can refer the woman to the Amal Center for Women (514-855-0330) for long-term counselling and psycho-social needs or to a social worker at a local *Centre intégré universitaire de santé et de service sociaux* (CIUSSS) in the region. Locator: <http://sante.gouv.qc.ca/en/repertoire-ressources/votre-ciuss/>
- If the marital conflict has escalated towards divorce and the woman needs reference to legal resources, refer her to the following:


|   |   |
|---|---|
|  | Resources: <ul style="list-style-type: none"><li>Section 6.9 Legal resources and rights defense</li><li>Section 6.12 Resources in the Muslim community (healthcare, lawyer, shelter and more)</li></ul> |
|---|---|

**Step 2.2:** If she is experiencing conjugal violence, determine the type of violence:

Types of Violence:

Psychological / Verbal                      Financial                      Physical                      Sexual

*If the woman does not realize that she is living with a situation of conjugal violence, use the following tools to help her better understand the situation:*


|   |  |
|---|--|
|  | Section 2.1 What is conjugal violence? (includes definitions of types of violence)<br>Section 2.4 The cycle of conjugal violence<br>Section 2.5 The Power and Control Wheel (and the Muslim Wheel of Domestic Violence)<br>Section 2.7 Defining a healthy relationship with the Equality Wheel<br>Section 2.8 Talking to the victim and the counselling process<br>Section 2.9 Impact of conjugal violence on children |
|---|--|

Questions to ask:


- a) Ask the woman to provide examples of the first and last incident. Ask her to describe the most severe incident.
- b) If it is a first-time incident, the Imam should understand why it got to that point. Ask the woman if she would like to reconcile. The Imam can offer to counsel the husband or to conduct couple counselling and work towards reconciliation.
- c) If it is not a first-time incident, then:
  - How many times has the conflict/violence occurred?
  - When did the conflict/violence begin?
  - Does the woman want to continue the relationship?
  - Does the woman fear her partner? Does she feel secure to return to the home?
- d) Are there others involved in the intervention? Police? Shelter? Centre de Jeunesse?

**Step 3: Recommended action and referral**


- a) Explain what is a healthy relationship and marriage in Islam.

|  |  |
|--|--|
| <br>TOOLKIT | Section 3.0 Role of the Imam in conjugal violence situations<br>Section 3.1 Legal and moral obligations of the Imam<br>Section 3.2 Limitations of the Imam |
|--|--|

- b) In a case of conjugal violence, if the woman wants to reconcile and requests the Imam to talk to her husband, use the following guidelines when counselling the man.


|  |                                       |
|--|---------------------------------------|
| <br>TOOLKIT | Section 3.3 How to talk to the abuser |
|--|---------------------------------------|

- c) If the woman is experiencing psychological, verbal, financial abuse or she requires long-term counselling, encourage the victim to:
  - talk to a social worker / professional counsellor at a local *Centre intégré universitaire de santé et de service sociaux* (CIUSSS/CLSC)  
Locator: <http://sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuss/>
  - or to call the Amal Center for Women (514-855-0330). A social worker will call her back to schedule an appointment.



|   |  |
|---|--|
|  | Resources: <ul style="list-style-type: none"><li>• Section 6.2 Resources for victims of conjugal violence (women &amp; children)</li><li>• Section 6.12 Resources in the Muslim community (healthcare, lawyer, shelter and more)</li></ul> |
|---|--|

- d) If the woman requires references to services for men (mental health, stress management, employment issues, counselling, anger management, substance abuse etc.) provide her with the following resources:





|   |   |
|---|---|
|  | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Section 6.3 Resources for perpetrators of conjugal violence &amp; services for men</li> <li>• Section 6.5 Resources for employment, unemployment and social aid</li> <li>• Section 6.10 Resources for psychological help</li> <li>• Section 6.11 Health resources (consultation, mental health, therapy, suicide, addiction and more)</li> </ul> |
|---|---|



- e) If the woman's safety is at risk, recommend her to seek shelter:
- For immediate assistance, call SOS Violence Conjugale (1-800-363-9010). They have a 24 hr / 7 days a week hotline. They have access to all the shelters in Montreal.
  - Within the Muslim community, Sister Sabria operates a shelter for Muslim women (514-489-3487). Note: Limited spots available.
  - Counsel the woman to leave when the husband is not at home to ensure safety and to avoid any physical or emotional conflict.

|   |   |
|---|---|
|  | <p>Section 5.1 Assessment of danger and risk to victim<br/>Section 5.2 Womens' shelters</p>   |
|  | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Section 6.2 Resources for victims of conjugal violence (women &amp; children)</li> <li>• Section 6.5 Shelters for women and children in Montreal</li> <li>• Section 6.12 Resources in the Muslim community (healthcare, lawyer, shelter and more)</li> </ul> |



- f) If she does not want to go to a shelter, counsel her to create a safety plan.

|   |   |
|---|---|
|  | <p>Section 5.1 Assessment of danger and risk to victim<br/>Section 5.3 Safety planning</p>  |
|  | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Section 6.2 Resources for victims of conjugal violence (women &amp; children)</li> </ul> |

- g) If there is a violation of a court order, counsel the victim to:
- Contact her social worker at Côté Cour. Côté Cours is a service specialized in dealing with conjugal violence and family violence within the judicial / criminal context. Contact: Palais de justice de Montréal (514-868-9577) or Cour municipale de Montréal (514-861-0141)
  - Contact Centre d'aide aux victimes d'actes criminal (CAVAC). CAVAC will explain legal and judicial information to victims of crime. Contact: 1-866-Le-CAVAC (1-866-532-2822)
  - Call the police 911 if she is in danger or there is a risk to her life.
  - Note: The Imam cannot conduct couple counselling if there is a court order in effect. Any counselling should be conducted individually with the woman and individually and separately with the husband / partner.



|   |   |
|---|---|
|  | Section 4.3 Police intervention & the court system<br>Section 5.1 Assessment of danger and risk to victim   |
|  | Resources: <ul style="list-style-type: none"> <li>Section 6.9 Legal resources and rights defense</li> </ul> |

- h) If the woman finds herself in danger and her safety is at risk, for immediate assistance she should call the Police 911. The Imam should explain to the woman that the police should not be called to mediate a marital conflict. The police should be called to ensure her security (and the security of her children) in a situation of danger or risk to safety. Note: The Imam can inform the woman that 911 can be called from any cell phone provided that it has battery power even if there is no coverage from any provider (keep in mind that your call cannot be returned on a cell phone if there is no number associated to the device).

|  |  |
|--|--|
|   | Section 4.1 Overview of the Quebec Justice system<br>Section 4.2 Rights of a victim of a criminal act<br>Section 4.3 Police Intervention and the court system<br>Section 4.4 Interventions involving Youth Protection<br>Section 5.1 Assessment of danger and risk to victim |
|  | Resources: <ul style="list-style-type: none"> <li>Section 6.1 Emergency services</li> <li>Section 6.2 Services for victims of conjugal violence (women &amp; children)</li> </ul>  |

- i) If there are other organizations involved in the intervention i.e. the police, youth protection or the court, ask the victim to contact:
- Her social worker at Côté Cours. Contact: Palais de justice de Montréal (514 868-9577) or Cour municipale de Montréal (514-861-0141)
  - CAVAC (Centre d'aide aux victims d'actes criminal) 1-866-Le-CAVAC (1-866-532-2822)

Read and explain the following sections to the woman as appropriate.


|   |   |
|---|---|
|  | Section 4.2 Rights of a victim of a criminal act<br>Section 4.3 Police intervention and the court system<br>Section 4.4 Interventions involving Youth Protection<br>Section 4.5 Financial assistance to victims of a criminal act (if applicable) |
|  | Resources: <ul style="list-style-type: none"> <li>Section 6.9 Legal resources and rights defense</li> </ul>   |

## 1.2 How to help a man who is at risk of committing conjugal violence

### Step 1: Listen to the man's story

Does the man's story indicate signs of stress? tension in his relationship? or anger towards his wife or children?

### Step 2: Determine if he is experiencing marital conflict or conjugal violence

|   |  |
|---|--|
|  | Section 2.3 How to determine the difference between marital conflict and conjugal violence |
|---|--|

#### Step 2.1: If the man is experiencing marital conflict:


- a) The Imam can provide active listening. To better understand the situation, the Imam can conduct individual counselling and couple counselling. The Imam can educate the man or the couple regarding healthy relationships and marriage in Islam.

##### Helpful questions to ask:



- How long has the couple been living with the marital conflict?
- If the man is newly arrived in Canada, was the couple living with the marital conflict in their country of origin?

The objectives of these questions are to help the Imam understand whether the conflict is a result of the immigration process and stress of integration into Canadian society or if the conflict is a result of the man's behavior.

- b) The Imam can refer the man to a social worker at a local *Centre intégré universitaire de santé et de service sociaux* (CIUSSS) in the region. Locator: <http://sante.gouv.qc.ca/en/repertoire-ressources/votre-ciuss-ciuiss/>
- c) If the marital conflict has escalated towards divorce and the man needs reference to legal resources, refer him to the following:

|   |   |
|---|---|
|  | Resources: <ul style="list-style-type: none"><li>• Section 6.9 Legal resources and rights defense</li></ul> |
|---|---|



#### Step 2.2: Determine if the man exhibits risk factors for committing conjugal violence

|   |   |
|---|---|
|  | Section 2.6 Risk factors for perpetrators of conjugal violence  |
|  | Resources: <ul style="list-style-type: none"><li>• Section 6.5 Resources for employment, unemployment and social aid</li><li>• Section 6.7 Food bank resources</li><li>• Section 6.8 Government and immigration resources</li><li>• Section 6.10 Resources for psychological help</li></ul> |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>Section 6.11 Health resources (consultation, mental health, therapy, suicide, addiction and more)</li> </ul> |
|--|---|



**Step 2.3: Determine if the man is violent in his behavior:**

Using the tools below, determine if there is abuse in the relationship.

|   |   |
|---|---|
|  | Section 2.1 What is conjugal violence? (includes definitions of types of violence)<br>Section 2.4 The cycle of conjugal violence<br>Section 2.5 The Power & Control Wheel (and the Muslim Wheel of Domestic Violence)   |
|  | <b>Resources</b> <ul style="list-style-type: none"> <li>Government of Quebec, Domestic Violence. A checklist for violent partners: <a href="http://domesticviolence.gouv.qc.ca/need_evaluate.php">http://domesticviolence.gouv.qc.ca/need_evaluate.php</a></li> </ul> |


**Step 2.4: If there is conjugal violence, inform the man that his behavior towards his wife or family is not appropriate and as a result of his behavior, there may be legal consequences.**

Tell the man that he is responsible for his own behavior. Avoid making judgmental comments about him as a person. Don't validate his attempt to blame others for his behaviour. Help him understand what constitutes a healthy relationship. Help him understand the negative impact of conjugal violence on children.

|   |   |
|---|---|
|  | Section 2.6 Defining a healthy relationship with the Equality Wheel<br>Section 2.8 Impact of conjugal violence on children<br>Section 3.3 How to talk to the abuser<br>Section 5.3 Police intervention & the court system<br>Section 5.4 Interventions involving Youth Protection |
|  | Section 6.3 Resources for perpetrators of conjugal violence & services for men  |


**Step 3: Recommended action and referral**

- a) Explain what is a healthy relationship and marriage in Islam. Address the man's interpretation of Islam and determine if it impacts his behaviour towards his wife. Emphasize that Islam promotes positive conduct, respect, mercy and love towards one's spouse.

|   |  |
|---|--|
|  | Section 3.0 Role of the Imam in conjugal violence situations<br>Section 3.1 Legal and moral obligations of the Imam<br>Section 3.2 Limitations of the Imam |
|---|--|



- b) If the man is dealing with marital conflict and requires mediation or couple counselling, the Imam can refer him to a social worker at a local *Centre intégré universitaire de santé et de service sociaux* (CIUSSS) in the region.  
 Locator: <http://sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuss/>

For counselling, assistance with divorce or parenting, the man can contact Repère (514-381-3511) info@repere.org. Repère specializes in providing individual counselling, legal information, couples therapy and other services specifically for men and families.



|   |   |
|---|---|
|  | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Section 6.9 Legal resources &amp; rights defense</li> <li>• Section 6.10 Resources for psychological help</li> </ul> |
|---|---|

c) If the man is violent, inform him of the consequences of his behavior:

- Inform him that the police can be notified of his violent behavior at any time either by his children’s teacher, school, daycare, doctor, neighbor, friend or family.
- Inform him of what can happen if the police is implicated. The man will be arrested, registered with a criminal record, separated from his family, will not have rights to communicate with his family. If he is deemed to be a danger to his family, Youth Protection will be notified and the family will be separated.
- Refer the man to services for men (mental health, stress management, employment issues, counselling, anger management, substance abuse):

|  |  |
|--|--|
|   | <p>Section 4.3 Police intervention &amp; the court system<br/>Section 4.4 Interventions involving Youth Protection</p>   |
|  | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Section 6.4 Resources for perpetrators of conjugal violence &amp; services for men</li> <li>• Section 6.11 Health resources (consultation, mental health, therapy, suicide, addiction and more)</li> <li>• Section 6.12 Resources in the Muslim community (healthcare, Lawyer, shelter and more)</li> </ul> |

d) If the man’s spouse or children are in danger (or their lives are at risk) as a result of the man’s violent behavior, call the police at 911.

|   |   |
|---|---|
|  | <p>Section 2.6 Risk factors for perpetrators of conjugal violence<br/>Section 5.1 Assessment of danger and risk to victim</p> |
|  | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Section 6.1 Emergency services</li> </ul>                          |

## 2.0 AN INTRODUCTION TO CONJUGAL VIOLENCE

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### 2.1 What is conjugal violence?

The term conjugal violence refers to a range of behaviours or actions taken by a person to control and dominate another person. Other commonly used terms to describe similar behaviours include domestic violence, family violence, intimate partner violence, and spousal violence. Conjugal violence or intimate partner violence occurs within a conjugal relationship between a couple.

Figure 1: Recognizing the Different Types of Violence

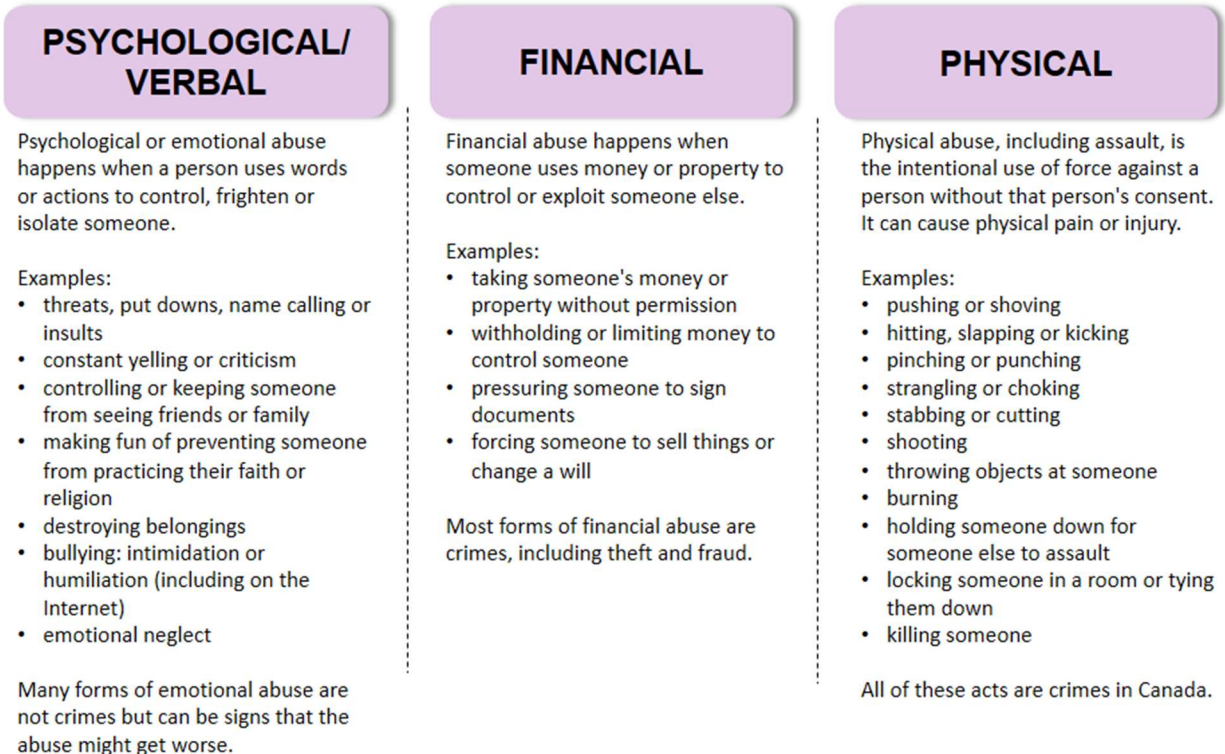


Figure 2: Recognizing the Different Types of Violence (continued)

| NEGLECT   | CRIMINAL HARASSMENT (STALKING)  | SEXUAL  |
|---|---|---|
| <p>Spouses and common-law partners have a duty to care for each other. Neglect happens when a family member, who has a duty to care for another, fails to:</p> <ul style="list-style-type: none"> <li>• provide proper food or warm clothing</li> <li>• provide a safe and warm place to live</li> <li>• provide adequate health care, medication and personal hygiene</li> <li>• prevent physical harm, or</li> <li>• ensure proper supervision (if needed).</li> <li>• care for the person when injured or unwell (or leaves them alone)</li> </ul> <p>Failure to provide the necessities of life and child abandonment are considered crimes</p> | <p>Repeated conduct that makes someone fear for their safety or the safety of someone they care about. It includes:</p> <ul style="list-style-type: none"> <li>• watching or following someone</li> <li>• making threats that cause someone to fear for their safety</li> <li>• making threats to someone's children, family, or friends that cause fear, or</li> <li>• repeatedly calling or sending gifts after being asked to stop.</li> </ul> <p>Criminal harassment, also known as stalking, is a crime.</p> | <p>Sexual abuse of an adult can include:</p> <ul style="list-style-type: none"> <li>• abstinence (as punishment)</li> <li>• sexual touching or sexual activity without consent</li> <li>• continued sexual contact when asked to stop</li> <li>• forcing someone to commit unsafe or humiliating sexual acts</li> </ul> <p>All sexual contact with anyone without consent is a crime. This includes sexual touching or forcing sexual activity on a spouse, a common law partner or a dating partner.</p> <p>Even when married, a spouse cannot be forced to have sexual contact.</p> |

Additional Resources

| Topic                  | Website / Information   |
|------------------------|---|
| Status of Women Canada | <a href="http://www.swc-cfc.gc.ca/violence/about-ausujet/forms-formes-en.html">http://www.swc-cfc.gc.ca/violence/about-ausujet/forms-formes-en.html</a> (English) |
| Types of Violence      | <a href="http://www.swc-cfc.gc.ca/violence/about-ausujet/forms-formes-fr.html">http://www.swc-cfc.gc.ca/violence/about-ausujet/forms-formes-fr.html</a> (French)  |



## 2.2 Common signs of conjugal violence in a relationship

According to the Domestic Violence Resource Centre Victoria, there can be many signs that a relationship is abusive. The most evident sign of conjugal violence is the victim's fear of her partner. Other signs that a relationship is abusive is when the victim:

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• May be apologetic and make excuses for the abusive behaviour</li> <li>• Has no friends or family - no access to a phone</li> <li>• Tries to cover up bruises</li> <li>• She has physical injuries (bruises, broken bones, sprains, cuts etc.). She may give unlikely explanations for physical injuries</li> <li>• Fears for her life and for her children's safety</li> <li>• Makes excuses or avoids you on the street</li> <li>• Is in denial and cannot see her risk</li> <li>• Blames herself for the violent behaviour and "walks around on eggshells"</li> <li>• Seems sad, lonely, withdrawn and she is afraid</li> <li>• She has become anxious or depressed, has lost her confidence, or is unusually quiet</li> <li>• She does not have the freedom to attend school or look for a job. Or is forced to work and look for a job.</li> <li>• She does not have the freedom to pursue her objectives (example: taking French courses)</li> <li>• After she has left the relationship, her partner is constantly calling her, harassing her, following her, coming to her house or waiting outside.</li> </ul> | <ul style="list-style-type: none"> <li>• The woman is always accompanied by a member of the family when she leaves the house</li> <li>• Seems sick more often and misses work</li> <li>• Seems defensive and angry</li> <li>• She seems afraid of her partner or is always very anxious to please him or her.</li> <li>• She has stopped seeing her friends or family, or cuts phone conversations short when her partner is in the room.</li> <li>• Her partner often criticizes her or humiliates her in front of other people.</li> <li>• Her partner often orders her about or makes all the decisions (for example, her partner controls all the money, tells her who she can see and what she can do, controls the government Family Allocation Allowance).</li> <li>• She often talks about her partner's 'jealousy', 'bad temper' or 'possessiveness'.</li> <li>• Her children seem afraid of her partner, have behaviour problems, or are very withdrawn or anxious.</li> <li>• She is reluctant to leave her children with her partner.</li> </ul> |
|---|--|

### Additional Resources

| Topic  | Website / Information   |
|--|---|
| Safer Families, safer communities<br>Published by: Public Legal Education and Information Service of New Brunswick | Website: <a href="http://www.legal-info-legale.nb.ca/en/index.php?page=recognize_the_warning_signs">http://www.legal-info-legale.nb.ca/en/index.php?page=recognize_the_warning_signs</a> (English) / <a href="http://www.legal-info-legale.nb.ca/fr/index.php?page=recognize_the_warning_signs">http://www.legal-info-legale.nb.ca/fr/index.php?page=recognize_the_warning_signs</a> (French) |



| Topic   | Website / Information   |
|---|---|
|   | Printable Brochure:<br><a href="http://www.legal-info-legale.nb.ca/en/uploads/file/pdfs/Safer_Families_Warning_Signs_Fact_Sheet_EN.pdf">http://www.legal-info-legale.nb.ca/en/uploads/file/pdfs/Safer Families Warning Signs Fact Sheet EN.pdf</a><br>(English)<br><br><a href="http://www.legal-info-legale.nb.ca/fr/uploads/file/Files/PDF/Safer_Families_Warning_Signs_Fact_Sheet_FR.pdf">http://www.legal-info-legale.nb.ca/fr/uploads/file/Files/PDF/Safer Families Warning Signs Fact Sheet FR.pdf</a> (French) |
| For Families, Friends and Neighbours<br>Published by:<br>Domestic Violence Resource Centre Victoria | <a href="http://www.dvrcv.org.au/help-advice/guide-for-families-friends-and-neighbours">http://www.dvrcv.org.au/help-advice/guide-for-families-friends-and-neighbours</a> (English)   |

### 2.3 How to determine the difference between marital conflict and conjugal violence

Every marriage encounters conflict. It is common within a marriage to have strong differences of opinion and heated arguments. By contrast, conjugal violence or intimate partner violence occurs when there is a one-sided, oppressive relationship and where one spouse dominates and controls another.

Figure 3: The difference between marital conflict and conjugal violence

| Conjugal Violence   | Marital Conflict   |
|---|--|
| <p>Quest for power over the other person?</p> <p><b>YES</b></p> <p>Use of various forms of violent behaviour against the other to force her to submit to him.</p>   | <p>Quest for power over the other partner?</p> <p><b>NO</b></p> <p>This is the expression of a difference of opinion between the partners. The subject is the issue, not power, even if the fight is highly charged emotionally and one or both people become aggressive. Each is trying to convince the other person.</p> |
| <p>The intent?</p> <p><b>POWER AND CONTROL</b></p> <p><b>Violence</b> is the mean chosen to achieve power. This is a <b>premeditated</b> act. The aggressor uses strategies and pretexts to achieve his ends.</p>                   | <p>The intent?</p> <p><b>TO CONVINC</b></p> <p>The issue needing resolution is the cause of the conflict and not the <b>excuse</b>. The intent is clear: convince the other person. The issues are obvious for both partners: <b>transparency</b>.</p>   |
| <p>Persistence?</p> <p><b>YES</b></p> <p>The violence continues over time and conforms to a cyclical and repetitive model.</p>  | <p>Persistence?</p> <p><b>NO</b></p> <p>The conflict is sporadic, even if the subject of the dispute arises again. This is not a persistent, cyclical problem.</p>   |
| <p><b>Impact</b></p> <p>One partner wants power at any cost and the other must submit to it. One of the partners experiences the impact of the crisis: there is a victim. <b>Powerlessness</b> and <b>fear</b> are established.</p> | <p><b>Impact</b></p> <p>Freedom of action and possible spontaneity on both sides. Both individuals express themselves freely.</p>  |

Source: Adapted from the publication "Briser le Silence" published by the Table de Concertation de Violence Conjugale  
 Website: [http://www.tcvcasl.com/index.php?option=com\\_content&view=article&id=2&Itemid=128](http://www.tcvcasl.com/index.php?option=com_content&view=article&id=2&Itemid=128) (Available in English & French)

## 2.4 The cycle of conjugal violence

In a conjugal violence situation, the violence repeats itself and eventually worsens with time. The government of Quebec's website on domestic violence summarizes the pattern of a violent relationship and explains how it can be a vicious cycle for the victim.

### PHASE 1 : Tension

Perpetrators fly into a rage, give their partner threatening looks, and fall silent for long periods.

Victims feel anxious, try to lighten the atmosphere, and are careful about what they say and do.

### PHASE 2 : Crisis

Perpetrators verbally, psychologically, physically, sexually, or economically attack the other person.

Victims feel humiliated, sad, and see the situation as unfair.

### PHASE 3 : Justification

Perpetrators make excuses for their behaviour.

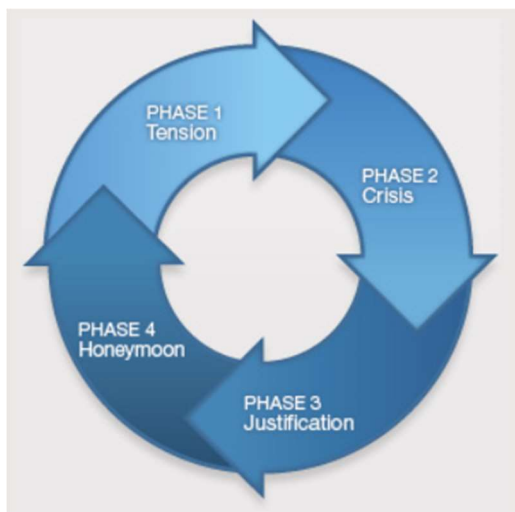
Victims try to understand the explanations, help the perpetrator change, doubt their own perceptions, and feel responsible for the situation.

### PHASE 4 : Honeymoon

Perpetrators beg for forgiveness and talk about therapy or suicide.

**Victims** give the perpetrator another chance, offer help, acknowledge the perpetrator's efforts, and modify their own behaviour.

Figure 4: The Cycle of Conjugal Violence



Source: Government of Quebec, Domestic Violence  
Website: [http://domesticviolence.gouv.qc.ca/understand\\_cycle.php](http://domesticviolence.gouv.qc.ca/understand_cycle.php) (English)  
[http://violenceconjugale.gouv.qc.ca/comprendre\\_cycle.php](http://violenceconjugale.gouv.qc.ca/comprendre_cycle.php) (French)

## 2.5 The Power and Control Wheel of conjugal violence

The Power and Control Wheel was developed by the Domestic Abuse Project of Duluth, Minnesota. It describes the behavior of abusers and how they use violent behaviour to gain power and control over another person.

Figure 5: The Power and Control Wheel



Source: The National Center for Domestic and Sexual Violence, Domestic Abuse Intervention Program of Duluth, Minnesota.

Website: <http://www.theduluthmodel.org/pdf/PowerandControl.pdf> (English)

<http://www.peacefulfamilies.org/Arabic%20Power%20&%20Control%20in%20Muslim%20Families.pdf> (Arabic)

The wheel is used to help abused women recognize the tactics used by their partner to exert control. The wheel is also used in counselling for men to help them identify the tactics that they employ to exert control over their partner.

## The Muslim Wheel of Domestic Violence

The Muslim Wheel of Domestic Violence was developed by Dr. Sharifa Alkhateeb, founder of the Peaceful Families Project (<http://www.peacefulfamilies.org/about-pfp/>). It provides examples of how religion and culture can be used by the abuser to justify conjugal violence against women. It is an adaptation of the Power and Control Wheel developed by the Domestic Abuse Project of Duluth, Minnesota.

### Figure 6: Muslim Wheel of Domestic Violence

Source: National Center for Domestic and Sexual Violence

Website: [http://www.ncdsv.org/images/PFP\\_MuslimPowerAndControlWheel.pdf](http://www.ncdsv.org/images/PFP_MuslimPowerAndControlWheel.pdf) (English)

[http://www.ncdsv.org/images/PCWheel\\_Muslim\\_French.pdf](http://www.ncdsv.org/images/PCWheel_Muslim_French.pdf) (French)

# Muslim Power and Control Wheel



By Sharifa Alkhateeb,  
 Adapted from the Duluth Model  
 Peaceful Families Project  
 P.O. Box 771  
 Great Falls, VA 22066  
 703.474.6870  
[www.peacefulfamilies.org](http://www.peacefulfamilies.org)

## 2.6 Risk factors for perpetrators of conjugal violence

Since 2002, the Amal Center has provided counselling services to many women struggling with conjugal violence. Based on our social worker's experience with the Muslim community, the following factors increase the risk of conjugal violence:

- The man does not understand Quebec law. All men should be aware that there are legal consequences of violent behavior towards their wife and children.
- The man mis-interprets Islam to justify his violent behavior towards his wife and children. This negative perception needs to be corrected. An Imam can be consulted to provide the proper guidance.

The US Department of Health and Human Services, documents the following risk factors which are evident in situations of conjugal violence.

- Low self-esteem
- Low income
- Low academic achievement
- Young age
- Aggressive or delinquent behavior as a youth
- Heavy alcohol and drug use
- Depression
- Anger and hostility
- Antisocial personality traits
- Borderline personality traits
- Prior history of being physically abusive
- Having few friends and being isolated from other people
- Unemployment
- Emotional dependence and insecurity
- Belief in strict gender roles (e.g., male dominance and aggression in relationships)
- Desire for power and control in relationships
- Perpetrating psychological aggression
- Being a victim of physical or psychological abuse (consistently one of the strongest predictors of perpetration)
- History of experiencing poor parenting as a child
- History of experiencing physical discipline as a child

### Relationship Factors

- Marital conflict-fights, tension, and other struggles
- Marital instability-divorces or separations
- Dominance and control of the relationship by one partner over the other
- Economic stress
- Unhealthy family relationships and interactions

Source: US Department of Health and Human Services, Centers for Disease Control and Prevention, National Center for Injury Prevention and Control, Division of Violence Prevention

Website: <https://www.cdc.gov/violenceprevention/intimatepartnerviolence/riskprotectivefactors.html> (English)

Additional Resources

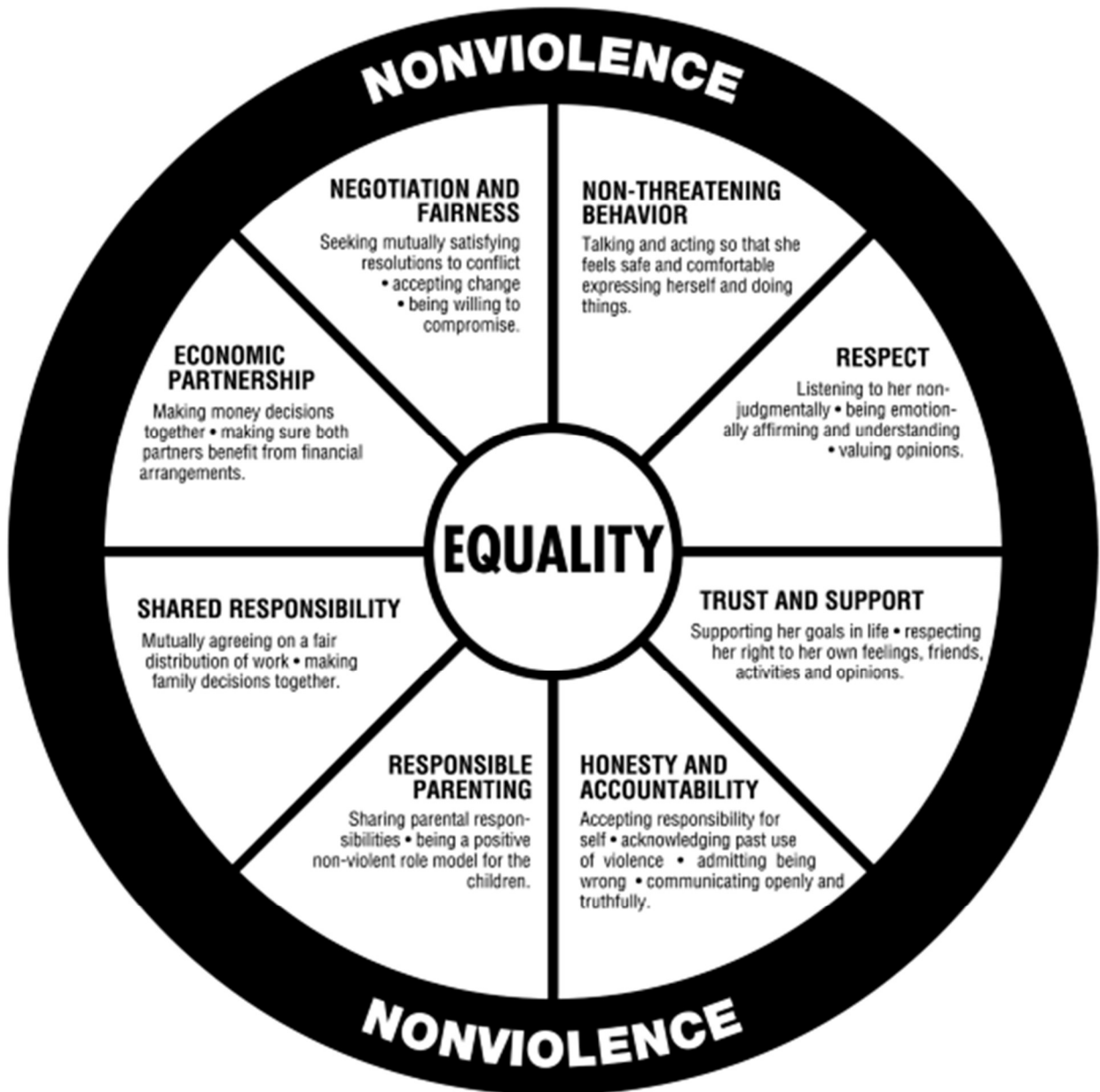
| Topic   | Website / Information  |
|---|--|
| <p>Intervenir auprès des hommes pour prévenir l'homicide conjugal /<br/>Intervening with men to prevent spousal homicide</p> <p>Published by:<br/>Centre de recherche interdisciplinaire sur la violence familiale et la violence faite aux femmes (CRIVIFF)<br/>and<br/>À Cœur d'Homme (Réseau d'aide aux hommes pour une société sans violence)</p> | <p><a href="https://www.criviff.qc.ca/sites/criviff.qc.ca/files/publications/pub_19062012_131333.pdf">https://www.criviff.qc.ca/sites/criviff.qc.ca/files/publications/pub_19062012_131333.pdf</a> (French)</p> <p>Section:<br/>Appréciation du risque d'homicide conjugal /<br/>Risk assessment of spousal homicide<br/>Pages 25-32</p> |



## 2.7 Defining a healthy relationship with the Equality Wheel

The National Center for Domestic and Sexual Violence uses the Equality Wheel with victims and abusers to explain what constitutes a healthy relationship.

Figure 7: The Equality Wheel



Source: National Center for Domestic and Sexual Violence  
Website: <http://www.theduluthmodel.org/pdf/Equality.pdf> (English)  
[http://www.ncdsv.org/images/ACCESS\\_EqualityWheel\\_Arabic.pdf](http://www.ncdsv.org/images/ACCESS_EqualityWheel_Arabic.pdf) (Arabic)

## 2.7 Talking to the victim and the counselling process

The most important aspect of the counselling process is to: listen without judging, respect her decisions, and help her to find ways to become stronger, safer and autonomous.

The Domestic Violence Resource Centre Victoria recommends the following approach towards counselling:

- **Believe what she tells you.** It will have taken a lot for her to talk to you. People are much more likely to cover up or downplay the abuse, rather than to make it up or exaggerate. You might find it hard to imagine someone you know could behave abusively. But the person who is abusive will probably show you a very different side compared to the side the victim sees.
- **Take the abuse seriously.** Abuse can be damaging both physically and emotionally. Don't underestimate the danger she may be in.
- **Help her to recognize the abuse** and understand how it may be affecting her or her children.
- **Tell her you think she has been brave** in being able to talk about the abuse, and in being able to keep going despite the abuse.
- **Help to build her confidence in herself.**
- **Help her to understand that the abuse is not her fault** and that no-one deserves to be abused, no matter what they do.
- **Help her to protect herself.** Talk to her about how she thinks she could protect herself. It is important to ensure the safety of her children. See the section on Safety planning.
- **Help her to think about what she can do** and see how you can help her to achieve it.
- **Offer practical assistance.** She may need assistance with child care, cooking, safe shelter, transportation or accompaniment to court.
- **Respect her right to make her own decisions,** even if you don't agree with them.
- **Maintain some level of regular contact.** Having an opportunity to talk regularly to a supportive friend or relative can be very important.
- **Find out about Restraining Orders.** Find out whether a restraining order has already been implemented by the court or whether this is a viable option for her situation.
- **Tell her about the services available.** Remind her that if she calls a service, she can just get support and information, they won't pressure her to leave if she doesn't want to.
- **Keep supporting her after she has left the relationship.** The period of separation could be a dangerous time for her, as the abuse may increase. She may need practical support and encouragement to help her establish a new life and recover from the abuse. She could also seek counselling or join a support group.

Source: Guide for Families, Friends and Neighbours, Domestic Violence Resource Centre Victoria  
Website: <http://www.dvrcv.org.au/help-advice/guide-for-families-friends-and-neighbours> (English)

In addition to the above, it is important to sensitize the woman that she has an important role to play in protecting her children and minimizing, as much as possible, the exposure to the spousal conflict. For example, during any type of intervention (counselling or any other), the woman should not openly talk of

her experience with violence in front of her children. Women often underestimate how much children can understand and be negatively impacted by, even at a young age.

## 2.8 Impact of conjugal violence on children

The following information has been documented from the Sudbury-Wayland-Lincoln Domestic Violence Roundtable website.

In situations of conjugal violence, a child can:

- SEE actual incidents of physical/and or sexual abuse.
- HEAR threats or fighting noises from another room.
- OBSERVE the aftermath of physical abuse such as blood, bruises, tears, torn clothing, and broken items.
- Be AWARE of the tension in the home such as their mother's fearfulness when the abuser's car pulls into the driveway.

Children exposed to conjugal violence may become fearful and anxious. They do not know what will trigger the abuse and when the next event will occur. Children do not feel safe and worry for their safety and safety of their family.

Other impacts on children include "parentification" where the role of the parent and child is reversed. The child assumes the responsibility of the parent which can be stressful and lead the child to blame him/her self for the violence.

Conjugal violence can impact children even at a young age (during babyhood or at toddler age) despite the fact that they cannot speak. Negative reaction to the mother's stress or tension can include frequent crying, difficulty in feeding or nursing, and difficulty sleeping.

There are long term effects on children raised in abusive homes. Children who witness conjugal violence learn that violence is an effective way to resolve conflict and have a higher risk of replicating the violence in their adult life versus children raised in non-violent homes. These children have higher risks of substance/drug abuse, post-traumatic stress disorder, and juvenile delinquency.

Source: Sudbury-Wayland-Lincoln Domestic Violence Roundtable

Website: <http://www.domesticviolenceroundtable.org/effect-on-children.html> (English)

Figure 8: Consequences of conjugal / domestic violence on children

| Types of consequences                      | Consequences   |
|--|--|
| <b>Physical and psychological problems</b> | <ul style="list-style-type: none"> <li>• Headaches, stomach aches, weight loss, allergies or skin problems, asthma, bed-wetting, loss of appetite, sleeping problems</li> <li>• Fear, confusion, anxiety, insecurity, sadness, depression, anger, timidity, irritability, low self-esteem, guilt</li> <li>• Symptoms of post-traumatic stress disorder (difficulty concentrating, low participation and interest in important activities, memory gaps about the violence, sleeping problems, overly fearful reactions, etc.)</li> </ul>              |
| <b>Behavioural problems</b>                | <ul style="list-style-type: none"> <li>• Aggressivity, hyperactivity, attention problems, agitated behaviour, self-effacement, low participation, fabrication, antisocial and destructive behaviour, verbal abuse, sexist remarks, discipline problems, use of seduction, manipulation and/or conflict in relations with others</li> <li>• Antisocial and delinquent behaviour, dropping out of school, drug or alcohol abuse, running away from home, suicide attempts, unwanted pregnancies, crimes and acts of violence against others</li> </ul> |
| <b>Social problems</b>                     | <ul style="list-style-type: none"> <li>• Social isolation, lack of empathy, deficient social, communication and conflict-resolution skills</li> </ul>  |
| <b>Cognitive and academic problems</b>     | <ul style="list-style-type: none"> <li>• Deficient verbal, intellectual or motor skills, learning problems and falling behind at school</li> <li>• Skipping or dropping out of school</li> </ul>   |

Source: Centre Quebécoise de ressources en promotion de la sécurité en prévention de la criminalité  
 Website: <http://www.tcvcm.ca/files/2015-12/promoting-informed-actionchildrenexposed-fev06-anglais.pdf> (English)

Additional Resources

| Topic  | Website / Information   |
|--|---|
| Les enfants exposés à la violence conjugale /<br>The children that are exposed to conjugal violence<br>Published by:<br>Centre de recherche interdisciplinaire sur la violence familiale et la violence faite aux femmes (CRIVIFF) | <a href="https://www.enfants-exposes.criviff.qc.ca/la-dynamique-familiale">https://www.enfants-exposes.criviff.qc.ca/la-dynamique-familiale</a> (French)<br><br>Provides detail on the impact of violence on the parent-child relationship.   |
| The Effects of Family Violence on Children -<br>Where Does It Hurt?<br><br>Published by:<br>Royal Canadian Mounted Police  | <a href="http://www.rcmp-grc.gc.ca/cp-pc/chi-enf-abu-eng.htm">http://www.rcmp-grc.gc.ca/cp-pc/chi-enf-abu-eng.htm</a> (English)<br><br><a href="http://www.rcmp-grc.gc.ca/cp-pc/chi-enf-abu-fra.htm">http://www.rcmp-grc.gc.ca/cp-pc/chi-enf-abu-fra.htm</a> (French)   |
| Briser la silence. Guide pour femmes victimes de violence conjugale<br><br>Published by:<br>Table de concertation en violence conjugale et agressions à caractère sexuel de Laval  | <a href="http://www.tcvcasl.com/images/pdfs/brisezlesilence_brochure%20finale_anglais.pdf">http://www.tcvcasl.com/images/pdfs/brisezlesilence_brochure%20finale_anglais.pdf</a> (English)<br><br><a href="http://www.tcvcasl.com/images/pdfs/brisezlesilence_brochure%20finale_francais.pdf">http://www.tcvcasl.com/images/pdfs/brisezlesilence_brochure%20finale_francais.pdf</a> (French)<br><br>page 25-27 (effects on children) |
| Domestic Violence Roundtable<br>Sudbury-Wayland-Lincoln  | <a href="http://www.domesticviolenceroundtable.org/effect-on-children.html">http://www.domesticviolenceroundtable.org/effect-on-children.html</a> (English)   |

| Topic   | Website / Information  |
|---|--|
| Comprendre la violence faites aux femmes et ses effets sur les enfants<br>(Understanding violence against woman and its effects on children)<br>Published by:<br>The Centre for Children and Families in the Justice System | <a href="http://www.lfcc.on.ca/apprendre.pdf">http://www.lfcc.on.ca/apprendre.pdf</a> (French) |

### 3.0 ROLE OF THE IMAM IN CASES OF CONJUGAL VIOLENCE

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Sound Vision recommends the following strategies to Imams on how to handle cases of conjugal violence in North American Muslim communities. Documented below is a shortened version of an article published by Sound Vision.

#### a) Listening to the Community

As an Imam, you are the listening post of the community. Are you accessible to women in your masjids? Do you have a set time available exclusively for women when they can talk to you and discuss issues of concern directly with you?

#### b) Learning About the Problem

There are different types of abuse: physical, sexual, verbal, emotional and others. Know what types of abuse there are and familiarize yourself with their signs.

#### c) Be proactive about domestic / conjugal violence

Conjugal violence can lead to the sister murdered and the brother being put in jail. Children would be separated from parents and most likely put in foster homes. You can prevent all of that by being pro-active about conjugal violence. If something still happens, God knows that you tried to prevent these things.

#### d) Understand that this is not a personal matter

Conjugal violence is not a private matter between a husband and a wife that should be ignored. Conjugal violence can lead to the destruction of the family. As leaders, Imams have a duty to help those suffering in this crisis. Not only must we help the sister who is being abused, we must also help the brother who is abusing by stopping him from this wrong.

#### e) Approach conjugal violence as you would any social problem

Provide solutions, not just threats of Hellfire to men who abuse. Remember that a person who has this problem can change Insha Allah (if Allah wills) if there is help and support from the community and leaders like the Imam.

#### f) Know the services available in the city.

- Contact information of shelters and their locations, crisis hotline numbers and other relevant resources
- put their info in the Masjid, Islamic center or community newsletter
- ask your board to support them financially
- Most shelters are run by professionals, so referring a victim to a shelter could be life-saving decision, instead of sending her back to home.
- give your contact information to a local women's shelter or a crisis line. Please don't give them a number which no one picks up at the masjid.

#### g) Be able to assess a crisis protection plan.

h) Prepare your community for zero tolerance via Khutbas (sermons) and Islamic study circles (Halaqas). Khutbas and halaqas are good opportunities for the Imam to denounce all forms of conjugal violence within the community including domestic violence against women and children (the original article contains recommendations on how the Khutba could be structured).

i) Open up the mosque or Islamic center for abused women

Make sure the mosque or Islamic center is open at all times for abused women to seek refuge. Ensure there is adequate safety in the mosque for women fleeing violence. Prepare written guidelines for your assistants in case someone approaches the Masjid in your absence.

j) Make yourself available

Make sure that the contact information and timings of the Imam's availability are well-known to all in the community, through announcements, web sites, newsletters and bulletin boards. There should be an email address for those who want to seek guidance maintaining their anonymity.

k) Establish a social services system or committee

In cooperation with Muslim social service professionals in your community, establish a committee which will develop a system of social services in your community to tackle issues like conjugal violence in Muslim homes.

l) Set up support groups

In mosques and Islamic centers, encourage the establishment of support groups for abusers and the abused (separately) so they can share their experiences with other Muslims who may have suffered from conjugal violence as well. Make sure the group is run by wise, trustworthy men and women.

m) Make Dua

As a leader of the community, the well-being of its members is part of your responsibility. Make Dua that God helps you in this heavy task.

Source: Sound Vision <http://www.soundvision.com/article/domestic-violence-a-guide-for-imams> (English)



### 3.1 Legal and moral obligations

On the issue of conjugal violence, the role of the Imam in the community is:

- to publicly denounce all forms of violence including conjugal violence against women and domestic violence against children
- to ensure the safety of the woman and her children
- to report any violence or abuse of children to the authorities or Youth Protection. For child abuse, contact Batshaw Youth and Family Centres or Centre de Jeunesse (see additional resources below for “When and how to file a report with Youth Protection” or the section 4.4 “Interventions Involving Youth Protection”)

The role of the Imam during a request for counselling is to:

- to provide active listening services to the woman
- to offer counselling to the couple if both parties are willing
- to offer counselling to the husband if the husband is willing
- to conduct intervention at the mosque or home (if requested)
- to provide Islamic education about marriage and divorce
- to refer the couple or the individual to the appropriate community and professional services depending on the requirements of the case
- to offer financial assistance from the mosque’s zakat funds, if appropriate (may require approval from mosque administration)
- to maintain confidentiality at all times without breaching safety of the community member and her child(ren)

The Montreal Mosque Intervention Map illustrates how the Imam is involved with a Muslim woman who is a victim of conjugal violence (figure 9).

Figure 9: Mosque/Imam Intervention Map

# INTERVENTION MAP: Mosque



| Stakeholder   | Assessment of the Situation<br>(Questions or tools used)  | Role and responsibility   | Actions Taken<br>(Interventions, Orientation, Referral, Collaboration)  | Strengths of your process  | Challenges & opportunities  |
|---------------|---|---|---|--|---|
| <b>MOSQUE</b> | <ul style="list-style-type: none"> <li>To listen to the couple and work with families to help resolve their problems</li> <li>To put into place a meeting with the family / couple</li> <li>Mediation between the couple</li> <li>Referral to different organizations if necessary</li> </ul> | <p>Listen to the problem from the perspective of the husband and the wife</p> <p>Provide advice and counselling</p> <p>Offer help depending upon the case</p> | <p>Meet the couple</p> <p>Meet with each partner one-on-one to ensure that each partner has had the opportunity to tell their side of the story</p> <p>Intervention at mosque or at home</p> <p>Discuss the teachings of Islam and the Quran</p> <p>Encourage healthy family relationships at the mosque during the sermon at Friday prayer</p> <p>Financial Support and help with food coupons</p> <p>Reference to Centre Amal or police intervention if required.</p> | <p>To resolve the problem between the couple and work towards reconciliation (depends on the partner's respect for their religion and their level of spirituality)</p> | <p>Difficulty in communicating with one of the partners</p> <p>The mosque role is focused on religious counsel</p> <p>Limited knowledge of the intervention</p> <p>To encourage respect between the couple (this is a challenge especially in the absence of any family or parents)</p> <p>Divorce and the breakdown of the family unit, Isolation.</p> |

## Additional Resources

| Topic   | Website / Information   |
|---|---|
| Youth Protection Act in Quebec (full text)                                | <a href="http://legisquebec.gouv.qc.ca/en/ShowDoc/cs/P-34.1">http://legisquebec.gouv.qc.ca/en/ShowDoc/cs/P-34.1</a><br>(English)<br><br><a href="http://legisquebec.gouv.qc.ca/fr/ShowDoc/cs/P-34.1">http://legisquebec.gouv.qc.ca/fr/ShowDoc/cs/P-34.1</a><br>(French)   |
| When and how to file a report with Youth Protection (or for consultation) | <a href="http://www.cdpcj.qc.ca/publications/brochure_signalement_DPJ_En.pdf">http://www.cdpcj.qc.ca/publications/brochure_signalement_DPJ_En.pdf</a> (English)<br><br><a href="http://www.cdpcj.qc.ca/publications/brochure_signalement_DPJ_En.pdf">http://www.cdpcj.qc.ca/publications/brochure_signalement_DPJ_En.pdf</a> (French) |

### 3.2 Limitations of the Imam

The Imam does not conduct any written analysis or documentation of each counselling case. The Imam works in collaboration with social service organizations and refers the women and men of the community to services that are appropriate and relevant to their respective situations.

### 3.3 How to talk to the Abuser

Speaking to an abuser is an important step towards ending conjugal violence however it must be done with caution. Neighbours, Friends and Families is a Canadian public education campaign which recommends the following approach when talking to the abuser:

- Ensure that you have the woman’s permission to speak to her partner. She should know ahead of time about the meeting (so she that she is prepared)
- Choose the right time and place to have a full discussion (the mosque is an example of a neutral place)
- Approach the abuser when he is calm
- Be direct and clear about what you have seen
- Tell him that his behaviour is his responsibility. Avoid making judgmental comments about him as a person. Don’t validate his attempt to blame others for his behaviour.
- Inform him that his behaviour needs to stop
- Don’t try to force him to change or to seek help
- Tell him that you are concerned for the safety of his partner and children
- Never argue with him about his abusive actions. Recognize that confrontational, argumentative approaches may make the situation worse and put her at higher risk
- Call the police if the woman’s safety is in jeopardy

Source: Adapted from <http://www.neighboursfriendsandfamilies.ca/how-to-help/how-to-talk-to-men>

#### Additional Resources

| Topic   | Website / Information  |
|---|--|
| How to talk to Men Who are Abusive / Comment parler aux Hommes Violents<br>Published by<br>Neighbours, Friends and Families<br>Voisin-es, ami-es, et familles                   | <a href="http://voisinsamisefamilles.ca/comment-parler-aux-hommes-violents/">http://voisinsamisefamilles.ca/comment-parler-aux-hommes-violents/</a> (French)<br><br><a href="http://www.neighboursfriendsandfamilies.ca/how-to-help/how-to-talk-to-men">http://www.neighboursfriendsandfamilies.ca/how-to-help/how-to-talk-to-men</a> (English)  |
| A public Awareness campaign funded by:<br>The Ontario Women’s Directorate, The Centre for<br>Research & Education on Violence against Women &<br>Children at Western University | <a href="http://www.neighboursfriendsandfamilies.ca/sites/neighboursfriendsandfamilies.ca/files/images/downloads/Translations/Sorted%20by%20item/YellowPamphlet_foId-out/Yellow_Arabic.pdf">http://www.neighboursfriendsandfamilies.ca/sites/neighboursfriendsandfamilies.ca/files/images/downloads/Translations/Sorted%20by%20item/YellowPamphlet_foId-out/Yellow_Arabic.pdf</a> (Arabic) |

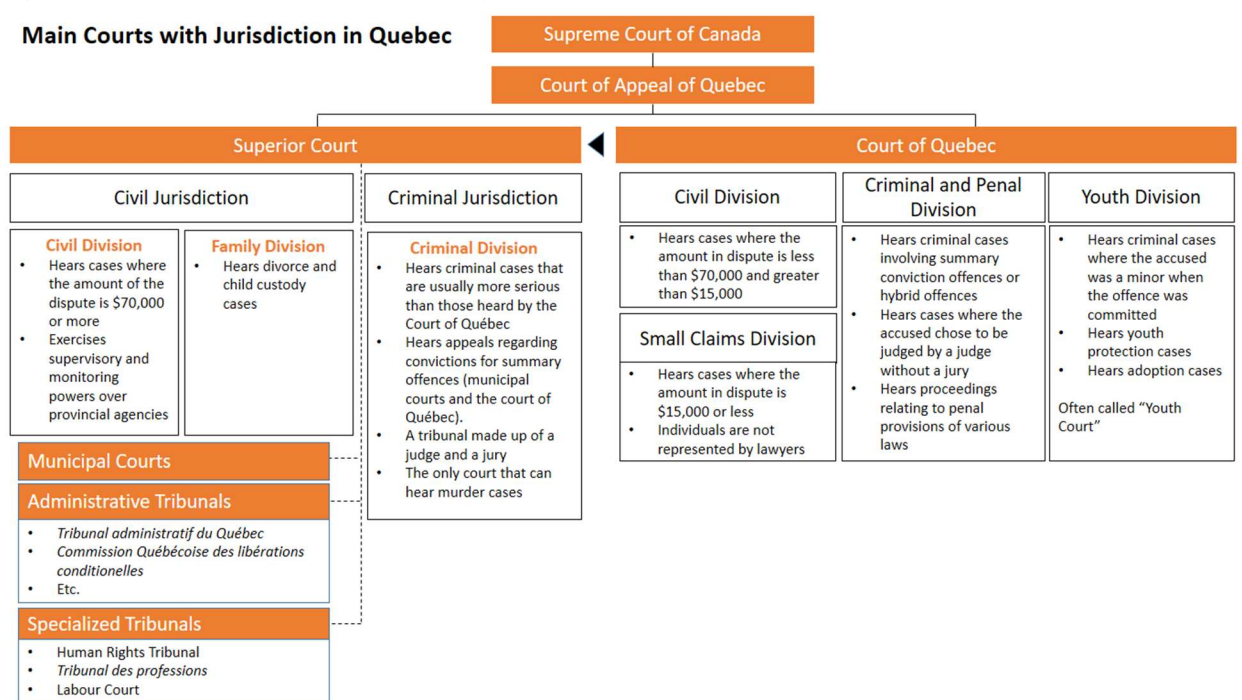
## 4.0 CONJUGAL VIOLENCE AND THE QUEBEC JUSTICE SYSTEM

### 4.1 Overview of the Quebec Justice System

It is important to note that “conjugal violence” itself is not a defined crime in the criminal code of Quebec. Cases of conjugal violence appear in the court system as various charges, such as assault, forcible confinement, threats, stalking etc. in the context of a conjugal relationship. Cases of conjugal violence can appear across multiple courts. For example, a case may be in Family court due to divorce and child custody, Criminal court due to criminal charges laid on the abuser and Youth Division due to an intervention by youth protection (Batshaw/Centre de Jeunesse).

The following chart provides a summary of the Quebec court system. For more information, refer to the publication “Navigating your way through the Justice System” published by Association Québécoise Playdoyer-Victime.

Figure 10: Courts in the Quebec Justice System

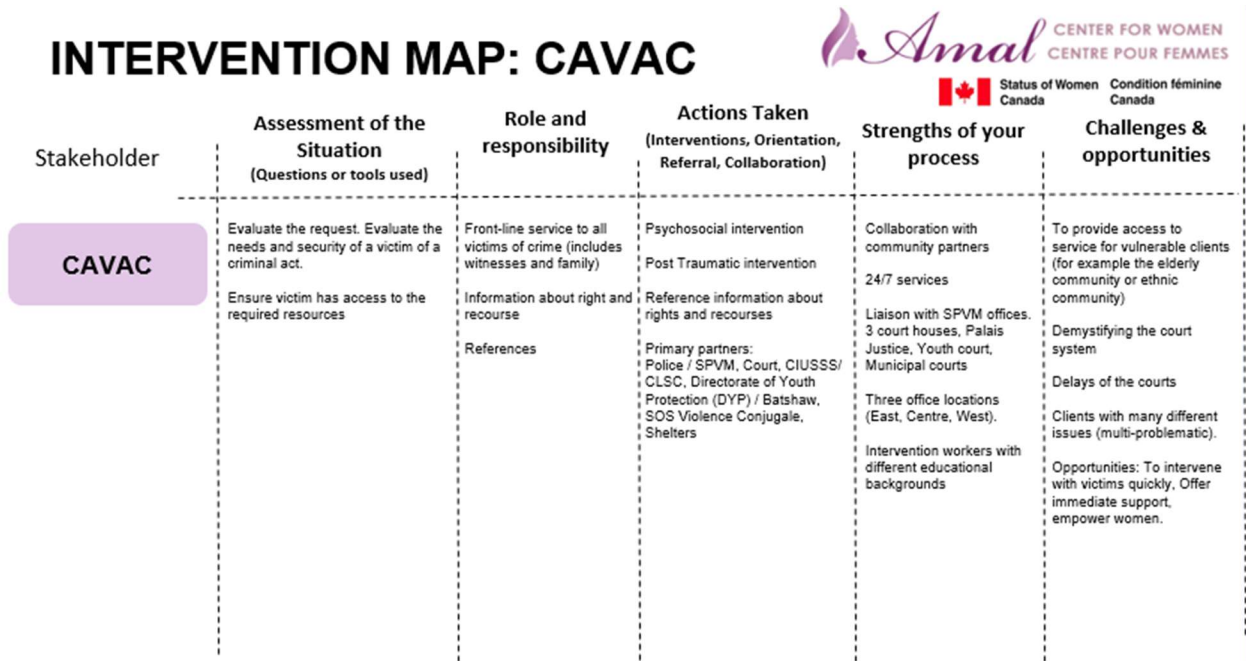


The Centre d’aide aux victimes d’actes criminel (CAVAC) is a key resource organization that explains legal and judicial information to victims of criminal acts. Specifically, CAVAC’s services include:

- Post-trauma and psychosocial intervention
- Information on crime victim rights and remedies
- Technical assistance
- Accompaniment
- Referrals to specialized services

Figure 11 illustrates the support that CAVAC can provide to a woman who is a victim of conjugal violence.

Figure 11: Intervention Map of CAVAC



Additional Resources

| Topic   | Website / Information  |
|---|--|
| “Navigating your way through the Justice System” published by the Association Quebecoise Playdoyer-Victime. | <a href="http://www.aqpv.ca/index.php/services-et-activites/2013-03-11-20-03-38/21-services-et-activites/publications/245-series-rights-and-recourses-of-victims-of-crime">http://www.aqpv.ca/index.php/services-et-activites/2013-03-11-20-03-38/21-services-et-activites/publications/245-series-rights-and-recourses-of-victims-of-crime</a> (English)<br><br><a href="http://www.aqpv.ca/images/stories/flip1_fr/index.html">http://www.aqpv.ca/images/stories/flip1_fr/index.html</a> (French)<br><br>Reference: page 28 of the publication |
| Centre d’aide aux victimes d’actes criminels (website)  | <a href="http://www.cavac.qc.ca/">http://www.cavac.qc.ca/</a> (English, French)  |

## 4.2 Rights of a Victim of a criminal act

The following information has been taken from the Government of Canada, Justice Canada website.

When a victim determines that their safety is at risk or that they have been a victim of a criminal act, the first step is to call the Police at 911 for emergency assistance.

Victims of a criminal act, have the following rights:

- the right to be treated with courtesy, fairness and understanding, and with respect for her dignity and privacy;
- the right to be informed as fully as possible of her rights and the remedies available to her, and of her role in the criminal justice process and participation in criminal proceedings;
- the right to be informed, on request, of the progress and final disposition of the case;
- the right to be informed, on request, of the progress and outcome of the police investigation, to such extent as is possible and if not inconsistent with the public interest;
- the right to be informed of the availability of health services and social services or other appropriate assistance or prevention services through which she may obtain such medical, psychological and social care or help as she may require;
- depending on the resources available, the right to assistance services and protection against intimidation and retaliation;
- the right to present and have her concerns and viewpoints examined at the appropriate stages of legal proceedings, if her personal interest is affected;
- to the extent provided for by law, the right to receive reasonable compensation for expenses incurred to testify;
- to the extent provided for by law, the right to receive prompt and fair restitution or compensation for damages suffered;
- to the extent provided for by law, the right to have any seized property returned as soon as possible when it is no longer required for legal purposes.

Under the Canadian Charter of Rights and Freedoms, victims have the right to:

- Express themselves in their native language. If the victim does not understand or speak the language in the court or proceedings, she has the right to free interpretation services.

Under the Criminal Code, victims have the right to:

- Be heard. Submit a Victim Impact Statement about the crime for which she is a victim.

Under the Civil Code of Quebec, victims have the right to:

- Terminate a lease. She has the right to request cancellation of her lease if her safety or the safety of her children is threatened because of the violence behaviour of a spouse or a former spouse.

Additional Resources

| Topic   | Website / Information   |
|---|---|
| Justice Quebec  | <a href="http://www.justice.gouv.qc.ca/english/publications/generale/rec-ress-a.htm">http://www.justice.gouv.qc.ca/english/publications/generale/rec-ress-a.htm</a> (English)<br><br><a href="http://www.aqpv.ca/images/stories/flip1_fr/index.html">http://www.aqpv.ca/images/stories/flip1_fr/index.html</a> (French)   |
| "Navigating your way through the Justice System" published by the Association Quebecoise Playdoyer-Victime. | <a href="http://www.aqpv.ca/index.php/services-et-activites/2013-03-11-20-03-38/21-services-et-activites/publications/245-series-rights-and-recourses-of-victims-of-crime">http://www.aqpv.ca/index.php/services-et-activites/2013-03-11-20-03-38/21-services-et-activites/publications/245-series-rights-and-recourses-of-victims-of-crime</a> (English)<br><br><a href="http://www.aqpv.ca/images/stories/flip1_fr/index.html">http://www.aqpv.ca/images/stories/flip1_fr/index.html</a> (French)<br><br>Reference: page 21-24 of the publication |


### 4.3 Police Intervention and the Court System


The following information has been adapted from “Criminal and Penal Cases in the Superior Court: Procedure” published by Éducaloi and “Navigating your way through the Justice System” published by Association Québécoise Playdoyer-Victime. The narrative describes how a victim or accused goes through the police intervention and court process (refer to figure 11 for flowchart).

#### Police Intervention

In many cases of conjugal violence, a man is charged with having assaulted or threatened his female partner. The process is started with a 911 call (by the female partner, neighbor, child or witness) with a complaint about the abusive partner. The police will be sent to the home for investigation. If the police have reason to believe a criminal act has taken place the presumed perpetrator will be arrested.

Figure 12: Service de Police de la Ville de Montreal Intervention Map

 **Amal** CENTER FOR WOMEN  
CENTRE POUR FEMMES

 Status of Women Canada    Condition féminine Canada

| Stakeholder          | Assessment of the Situation<br>(Questions or tools used)   | Role and responsibility   | Actions Taken<br>Interventions, Orientation, Referral, Collaboration)                              | Strengths of your process  | Challenges & opportunities                                     |
|----------------------|--|---|--|--|--|
| <b>POLICE (SVPM)</b> | Evaluation<br>Help the person to make an informed decision by understanding the scenario(s)<br>Assess risk of danger<br>Collect relevant information<br>Referral to different organization or courts | Accompany the person throughout the procedure and ensure their security | Secure the family residence<br>Refer to organizations as necessary<br>Refer the case to the courts | Protecting the victim<br>Collaboration among all partners to determine the best solution | To ensure that the woman is able to safely leave her situation |

#### The Arrest

The police will determine whether the accused will be 1) detained, 2) released or 3) released with conditions until an appearance in court. Usually the police will release the husband with a document indicating when he must appear in court. If the husband is released with conditions, the conditions of release may be a) that the husband not communicate either directly or indirectly with his wife and b) that he not attend the home address (usually where the wife is staying even if he is the sole legal owner of the property). It is possible that the police may decide to detain the husband (usually no longer than 72 hours) until the court appearance especially if he is highly aggressive and he has a record of violent crimes.



### Trying to Get the Charge Withdrawn

The wife may have called the police thinking that they would mediate the marital dispute. When she realizes that her husband is being arrested and will not be allowed to return to the house, she may feel regret and try to withdraw the charges. Once laid, charges will rarely be withdrawn by the Crown. If the wife wishes to have the charges withdrawn she must consult her lawyer (or the crown prosecutor and/or social worker to whom she is assigned by the court).

### **Appearance**

The appearance is the first step in the court process. During the appearance, a person appears before a judge for the first time. The person is officially accused of the crimes, and he pleads guilty or not guilty to each of the charges.

### Plea (guilty or not guilty)

If the accused decides to plead guilty at the first appearance, the case is complete and the judge decides on a sentence.

If the accused pleads not guilty, the file is set aside to be taken up at a later date. This gives the accused and the lawyer more time to study the evidence and to think of a defense. They may also begin negotiations with the prosecuting lawyer, who could agree to drop some charges in return for a guilty plea to others. The accused may always change the plea to guilty.

### **Bail Hearing**

The bail hearing is a court procedure which determines if the accused 1) can be freed during the court case, subject to certain conditions, or 2) must be detained. The judge makes this decision after listening to the evidence presented by both parties. Example of conditions set are restrictions in communicating with the victim, coming to the home or approaching within 100 metres of the victim or victim's home.

### **Pro Forma Disclosure**

During this step the prosecutor must show the accused all the evidence that it has collected against him. At this stage, negotiations begin between the lawyers to try and settle the case.

### Negotiation of a Settlement

After the lawyers become familiar with the strengths and weaknesses of the evidence, they can meet to try to negotiate a settlement of the case. This could avoid the high costs of a possibly unnecessary trial.

Following negotiations, the parties come before the judge and can submit their settlement agreement. However, the judge is the one that must decide the appropriate sentence.

If negotiations fail, the parties will ask the judge to schedule a trial date.

## **Preliminary Hearing**

The preliminary hearing is the step that precedes a trial. The objective of the preliminary hearing is to determine whether there is enough evidence available to bring the accused to trial.

During the preliminary hearing, the judge will decide if the accused should be tried on each of the charges. The judge must study each charge and determine if there is adequate evidence. The judge may drop charges for which there is not enough evidence. The judge can also add charges if new crimes related to the case are discovered during the course of the preliminary hearing.

## **The Trial**

The trial is the hearing during which the prosecution tries to prove to the jury that the accused is guilty beyond a reasonable doubt.

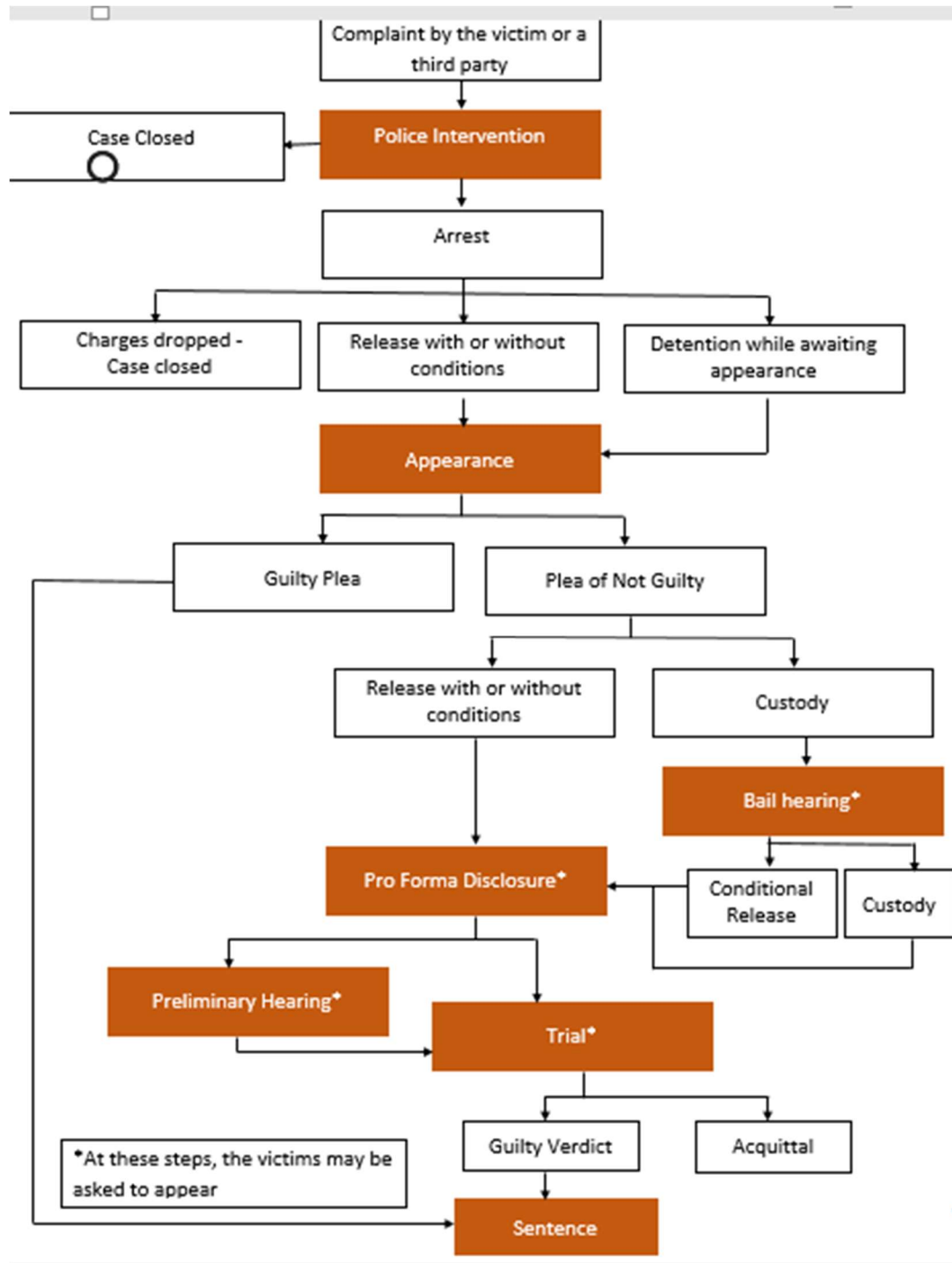
## **Verdict**

During this stage the judge must decide if the accused is guilty or not guilty. If the accused is declared not guilty, then he is acquitted. If the accused is declared guilty, the judge will determine the appropriate sentence.

## **Sentence**

At this stage, the judge must determine a sentence to impose upon the accused. At this point, the victim has the option to submit a "victim impact statement" to explain to the judge the impact that the crime had on the victim's life. The judge should take this into consideration when determining the sentence.

Figure 13: Police Intervention and involvement of the Court



Source: "Navigating your way through the Justice System" published by the Association Québécoise Playdoyer-Victime

Website: <http://www.aqpv.ca/index.php/services-et-activites/2013-03-11-20-03-38/21-services-et-activites/publications/245-series-rights-and-recourses-of-victims-of-crime> (English) page 37

[http://www.aqpv.ca/images/stories/flip1\\_fr/index.html](http://www.aqpv.ca/images/stories/flip1_fr/index.html) (French) page 37

Additional Resources



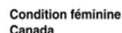
| Topic   | Website / Information   |
|---|---|
| <p>Criminal and Penal Cases in the Superior Court: Procedure published by Éducaloi</p> <p>Éducaloi is a charitable organization dedicated to improving access to justice in Quebec.</p>   | <p><a href="https://www.educaloi.qc.ca/en/capsules/criminal-and-penal-cases-superior-court-procedure">https://www.educaloi.qc.ca/en/capsules/criminal-and-penal-cases-superior-court-procedure</a> (English)</p> <p><a href="https://www.educaloi.qc.ca/capsules/la-cour-superieure-procedure-en-matiere-criminelle-et-penale">https://www.educaloi.qc.ca/capsules/la-cour-superieure-procedure-en-matiere-criminelle-et-penale</a> (French)</p>  |
| <p>“Navigating your way through the Justice System” published by Association Quebecoise Playdoyer-Victime</p>   | <p><a href="http://www.aqpv.ca/index.php/services-et-activites/2013-03-11-20-03-38/21-services-et-activites/publications/245-series-rights-and-recourses-of-victims-of-crime">http://www.aqpv.ca/index.php/services-et-activites/2013-03-11-20-03-38/21-services-et-activites/publications/245-series-rights-and-recourses-of-victims-of-crime</a> (English)</p> <p><a href="http://www.aqpv.ca/images/stories/flip1_fr/index.html">http://www.aqpv.ca/images/stories/flip1_fr/index.html</a> (French)</p> <p>Reference: Refer to page 36-38 of the publication</p>   |
| <p>“Briser le silence”. A guide published by Table de concertation en violence conjugale et agressions à caractère sexuel de Laval for women who are victims of domestic violence.</p> <p>Includes information on how to recognize signs of domestic violence, impact on children, decision making, and understanding the criminal/justice process.</p> | <p>Website:<br/><a href="http://www.tcvcasl.com/index.php?option=com_content&amp;view=article&amp;id=2&amp;Itemid=128">http://www.tcvcasl.com/index.php?option=com_content&amp;view=article&amp;id=2&amp;Itemid=128</a></p> <p>Publication:<br/><a href="http://www.tcvcasl.com/images/pdfs/brisezlesilence_brochure%20finale_anglais.pdf">http://www.tcvcasl.com/images/pdfs/brisezlesilence_brochure%20finale_anglais.pdf</a> (English)</p> <p><a href="http://www.tcvcasl.com/images/pdfs/brisezlesilence_brochure%20finale_francais.pdf">http://www.tcvcasl.com/images/pdfs/brisezlesilence_brochure%20finale_francais.pdf</a> (French)</p> |
| <p>Victims of Crime. Rights, Remedies &amp; Resources. Justice Quebec website.</p>  | <p><a href="http://www.justice.gouv.qc.ca/english/publications/generale/rec-ress-a.htm">http://www.justice.gouv.qc.ca/english/publications/generale/rec-ress-a.htm</a> (English)</p> <p><a href="http://www.justice.gouv.qc.ca/francais/publications/generale/rec-ress.htm">http://www.justice.gouv.qc.ca/francais/publications/generale/rec-ress.htm</a> (French)</p>  |
| <p>Family Violence in Canada<br/>Justice Canada Website</p>   | <p><a href="http://www.justice.gc.ca/eng/cj-jp/fv-vf/about-apropos.html">http://www.justice.gc.ca/eng/cj-jp/fv-vf/about-apropos.html</a> (English)</p> <p><a href="http://www.justice.gc.ca/fra/jp-cj/vf-fv/apropos-about.html">http://www.justice.gc.ca/fra/jp-cj/vf-fv/apropos-about.html</a> (French)</p>  |
| <p>Navigating the Canadian Criminal Justice System: A Guide for Victims<br/>Published by: Canadian Resource Centre for Victims of Crime</p>   | <p><a href="https://crcvc.ca/docs/Navigating-the-Canadian-CJS.pdf">https://crcvc.ca/docs/Navigating-the-Canadian-CJS.pdf</a> (English)</p>  |

#### 4.4 Interventions involving Youth Protection

According to the government of Canada website, the Canadian government is committed to the well-being of Canadian children and youth. The government has put into place several initiatives to ensure that all children have access to opportunities to develop to their full potential. The federal government works in partnership with provincial governments to implement programs to focus on the needs of children and families at risk which includes prevention measures / intervention, education and information.

In Quebec, the legislation that governs the protection of children and youth is the Youth Protection Act. The objective of the Act is to ensure that the development and security of a child is not compromised. Article 38 of the Youth Protection Act defines the reasons for which an intervention may be conducted by Youth Protection (i.e. various abuses, neglect, exposure to violence, abandonment etc.). There are two organizations responsible for the implementation of child protection programs: Batshaw Youth and Family Centres and Centre de Jeunesse. The Batshaw Youth and Family Centres organization works primarily with the anglophone and Jewish communities (including both English and French speaking Jewish communities) whereas the Centre de Jeunesse works with the francophone and allophone communities. Once a crisis is signalled, Batshaw or Centre de Jeunesse are involved with evaluating the situation. Both child protection agencies work to ensure that the necessary measures (either voluntary or by the order of the court) are respected by the family with the ultimate goal of ensuring the safety of the children without the implication of the agencies. The organizations offer the following services among others: in home family support and psychosocial interventions, advocacy, support to foster families if placement is necessary and accompaniment to Court.

Figure 14: Intervention Map of Youth Protection (includes Centre de Jeunesse and Batshaw which is now merged with the CIUSSS - *Centre intégré universitaire de santé et de service sociaux*)


**CENTER FOR WOMEN**  
**CENTRE POUR FEMMES**  
 Status of Women Canada  
 Condition féminine Canada

### INTERVENTION MAP: CIUSSS / Youth Protection

| Stakeholder  | Assessment of the Situation<br>(Questions or tools used)   | Role and responsibility  | Actions Taken<br>Interventions, Orientation, Referral, Collaboration)  | Strengths of your process  | Challenges & opportunities  |
|--|--|--|--|--|---|
| <div style="background-color: #d8bfd8; padding: 5px; border: 1px solid black; display: inline-block;"> <b>CIUSSS / Youth Protection</b> </div> | To evaluate whether the development and the security of the child is at risk<br><br>This process consists of a:<br>-A report to the DPJ informing that there is a risk to the child<br><br>-An evaluation of the situation as per article 38<br><br>-An intervention plan for the child and family | To ensure the security and the development of the child<br><br>To adhere to the law and evaluate the situation as per article 38<br><br>To ensure that the family respects the orders of the court<br><br>To work with the parents / family and to create a relationship.<br><br>Respect the culture of the family during the intervention | To provide the family with an orientation of the situation and next steps<br><br>To evaluate if the child has been exposed to conjugal violence or any other type of violence (physical, sexual etc.)<br><br>Evaluate if a protection plan needs to be put in place for the child.<br><br>If the development and security of the child is deemed to be at risk, then:<br>- Voluntary measures are put into place to protect the child if the parents agree to collaborate<br><br>- Judicial measures are put into place (if there is no agreement)<br><br>All interventions consider the needs, and security of the child. Parents are involved throughout the intervention. If possible, the goal of the intervention is to return the child as soon as possible to their home. | Working in partnership with community organizations<br><br>To consider the cultural aspect during the intervention | To respect the family's culture during the intervention<br><br>The judge has the final decision |

## Additional Resources

| Topic   | Website / Information   |
|---|---|
| Protecting our Children, Canadian Government, Department of Justice       | <a href="http://www.justice.gc.ca/eng/rp-pr/cp-pm/cr-rc/dig/prot.html">http://www.justice.gc.ca/eng/rp-pr/cp-pm/cr-rc/dig/prot.html</a> (English)<br><a href="http://www.justice.gc.ca/fra/pr-rp/pm-cp/rc-cr/dig/prot.html">http://www.justice.gc.ca/fra/pr-rp/pm-cp/rc-cr/dig/prot.html</a> (French)   |
| Youth Protection Act in Quebec (full text)                                | <a href="http://legisquebec.gouv.qc.ca/en/ShowDoc/cs/P-34.1">http://legisquebec.gouv.qc.ca/en/ShowDoc/cs/P-34.1</a> (English) - Includes article 38<br><br><a href="http://legisquebec.gouv.qc.ca/fr/ShowDoc/cs/P-34.1">http://legisquebec.gouv.qc.ca/fr/ShowDoc/cs/P-34.1</a> (French)   |
| When and how to file a report with Youth Protection (or for consultation) | <a href="http://www.cdpedj.qc.ca/publications/brochure_signalement_DPJ_En.pdf">http://www.cdpedj.qc.ca/publications/brochure_signalement_DPJ_En.pdf</a> (English)<br><br><a href="http://www.cdpedj.qc.ca/publications/brochure_signalement_DPJ_En.pdf">http://www.cdpedj.qc.ca/publications/brochure_signalement_DPJ_En.pdf</a> (French)   |
| Legal Mandate of Batshaw Youth and Family Centres                         | <a href="http://www.batshaw.qc.ca/en/who-we-are/documentation/legal-mandates">http://www.batshaw.qc.ca/en/who-we-are/documentation/legal-mandates</a> (English)<br><br><a href="http://www.batshaw.qc.ca/en/who-we-are/documentation/legal-mandates">http://www.batshaw.qc.ca/en/who-we-are/documentation/legal-mandates</a> (French)   |
| Rights Under the Youth Protection Act (for children and for parents)      | <a href="http://www.batshaw.qc.ca/sites/default/files/Droits_protectionJeunesse_EN.pdf">http://www.batshaw.qc.ca/sites/default/files/Droits_protectionJeunesse_EN.pdf</a> (English)<br><br><a href="http://www.batshaw.qc.ca/sites/default/files/Droits_protectionJeunesse_EN.pdf">http://www.batshaw.qc.ca/sites/default/files/Droits_protectionJeunesse_EN.pdf</a> (French)   |
| Financial Contribution for the placement of children                      | <a href="http://www.batshaw.qc.ca/sites/default/files/contributionEnfant_EN.pdf">http://www.batshaw.qc.ca/sites/default/files/contributionEnfant_EN.pdf</a> (English)<br><br><a href="http://www.batshaw.qc.ca/sites/default/files/contributionEnfant_FR_0.pdf">http://www.batshaw.qc.ca/sites/default/files/contributionEnfant_FR_0.pdf</a> (French)   |
| How to become a Foster Parent?  | <a href="http://www.batshaw.qc.ca/en/get-involved/be-foster-family">http://www.batshaw.qc.ca/en/get-involved/be-foster-family</a> (English)<br><a href="http://www.batshaw.qc.ca/fr/comment-vous-impliquer/devenir-famille-accueil">http://www.batshaw.qc.ca/fr/comment-vous-impliquer/devenir-famille-accueil</a> (French)<br><br>Brochure:<br><a href="http://www.batshaw.qc.ca/sites/default/files/depliant-batshaw-ACJBA0801-en.pdf">http://www.batshaw.qc.ca/sites/default/files/depliant-batshaw-ACJBA0801-en.pdf</a> (English)<br><br><a href="http://www.batshaw.qc.ca/sites/default/files/depliant-batshaw-ACJBA0801-fr.pdf">http://www.batshaw.qc.ca/sites/default/files/depliant-batshaw-ACJBA0801-fr.pdf</a> (French) |
| Contact Information Batshaw   | 514-935-6196 (call can be anonymous, all information is kept confidential)  |

| Topic  | Website / Information  |
|--|--|
| Centre de Jeunesse (CIUSSS Centre Sud de l'Île de Montreal). Organization website. | <a href="https://www.ciuss-centresudmtl.gouv.qc.ca/nos-installations/centre-de-protection-de-l-enfance-et-de-la-jeunesse/">https://www.ciuss-centresudmtl.gouv.qc.ca/nos-installations/centre-de-protection-de-l-enfance-et-de-la-jeunesse/</a> (French) |
| Contact Information Centre de Jeunesse   | 514 896-3100 (call can be anonymous, all information is kept confidential)   |

#### 4.5 Financial assistance for victim of a criminal act

The *Direction l'indemnisation des victimes d'actes criminels* (IVAC) is the organization responsible for determining the victim's eligibility for financial assistance. IVAC administers all aspects of the victim assistance program.

##### Additional Resources

| Topic  | Website / Information  |
|--|--|
| Direction l'indemnisation des victimes d'actes criminels (IVAC)<br>(corporate website) | <a href="http://www.ivac.qc.ca/ENActs.asp">http://www.ivac.qc.ca/ENActs.asp</a> (English)<br><a href="http://www.ivac.qc.ca/">http://www.ivac.qc.ca/</a> (French)  |
| Crime Victims Compensation Act (full text)   | <a href="http://legisquebec.gouv.qc.ca/en/ShowDoc/cs/l-6">http://legisquebec.gouv.qc.ca/en/ShowDoc/cs/l-6</a><br>(English)<br><a href="http://legisquebec.gouv.qc.ca/en/ShowDoc/cs/l-6">http://legisquebec.gouv.qc.ca/en/ShowDoc/cs/l-6</a><br>(French)  |
| Summary of program and eligibility criteria  | <a href="http://www.ivac.qc.ca/PDF/RESANG.pdf">http://www.ivac.qc.ca/PDF/RESANG.pdf</a> (English Brochure)<br><a href="http://www.ivac.qc.ca/PDF/politiques_.pdf">http://www.ivac.qc.ca/PDF/politiques_.pdf</a><br>(Policy Manual in French)<br><a href="http://www.ivac.qc.ca/VAC_2.asp">http://www.ivac.qc.ca/VAC_2.asp</a> (French)                       |
| Form Application & Benefits  | <a href="http://www.ivac.qc.ca/ENForms.asp">http://www.ivac.qc.ca/ENForms.asp</a> (English)  |
| Contact Information IVAC   | 1199, rue De Bleury<br>C. P. 6056, succursale Centre-ville<br>Montréal (Québec) H3C 4E1<br><br>E-mail:<br>info@ivac.qc.ca<br><br>Telephone:<br>Toll free, in Canada only: 1 800 561-4822<br>Montréal area: 514 906-3019<br>Fax: 514 906-3029<br><br>Office hours:<br>Office hours are, 8:30 a.m. to 12:00 a.m. and 1:00 p.m. to 4:30 p.m., Monday to Friday. |



## 5.0 GUIDING THE VICTIM TO SAFETY

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### 5.1 Assessment of Threat and Danger to the Victim

The following questionnaire was developed by the Domestic Violence and Criminal Harassment Unit of the Vancouver Police Department.

#### Threat Assessment Questions for Field Personnel

Current Status of Relationship:

- Are there past, recent/pending separations?
- During separations has the accused stalked/harassed victim?
- Has the accused displayed jealous behaviors?

History of Violence/Abuse in Relationship:

- Has there been physical/ sexual/ verbal/emotional/financial abuse and has abuse escalated in the last 12 months?
- Has the victim ever required medical attention?

Assaults/Threats:

- Has the accused ever hurt, injured/threatened to hurt victim, a family member, another person/animal?
- Does the accused have history with Youth Protection?
- Does the accused use extreme minimization or denial of assaultive behavior?

Weapons:

- Has the accused ever used weapons against victim or threatened to use weapons?
- Does the accused own a firearm or have plans to acquire a firearm?

Children:

- Have children witnessed the abuse by accused?
- Have children been abused?
- Has the Ministry of Children and Family Development been involved with the family?

Abduction:

- Has the accused ever abducted/threatened to abduct children?

Strangulation:

- Has the accused ever strangled or bitten the victim?

Employment:

- Has the accused employment history changed during the last 12 months? • Does the accused have problems maintaining employment?

Criminal Status:

- Is the accused currently before the courts?
- Has the accused ever violated a court order including Peace Bond or no contact?

Substance Abuse:

- Is the accused currently using alcohol/drugs?
- Is substance abuse escalating?
- Does violence increase when the accused has been consuming?

Mental Health/Suicide:

- Does the accused have a mental illness?
- Has the accused ever expressed homicidal/suicidal ideas?
- Has the accused ever attempted suicide?

Thoughts and Plans of Violence:

- Has the accused ever made serious threats, committed acts of stalking/made plans to harm others?

Victim Vulnerability:

- Is the victim socially/physically isolated, unwilling to leave home?
- What is the victim's perception of personal safety?
- What are the cultural barriers to getting help?

Source: Domestic Violence and Criminal Harassment Unit of the Vancouver Police Department

Additional Resources

| Topic  | Website / Information  |
|--|--|
| The Threat Assessment Questions for Field Personnel<br>Published by:<br>Domestic Violence and Criminal Harassment Unit of<br>the Vancouver Police Department   | <a href="http://www.justice.gc.ca/eng/rp-pr/ci-jp/fv-vf/rr09_7/rr09_7.pdf">http://www.justice.gc.ca/eng/rp-pr/ci-jp/fv-vf/rr09_7/rr09_7.pdf</a> (English)<br>(see page 28, 29)   |
| Inventory of Spousal Violence Risk Assessment Tools<br>Used in Canada<br>Published by:<br>Department of Justice Canada   | <a href="http://www.justice.gc.ca/eng/rp-pr/ci-jp/fv-vf/rr09_7/rr09_7.pdf">http://www.justice.gc.ca/eng/rp-pr/ci-jp/fv-vf/rr09_7/rr09_7.pdf</a> (English)<br><br><a href="http://www.justice.gc.ca/eng/rp-pr/ci-jp/fv-vf/rr09_7/p3.html">http://www.justice.gc.ca/eng/rp-pr/ci-jp/fv-vf/rr09_7/p3.html</a> (English)<br><br><a href="http://www.justice.gc.ca/fra/pr-rp/jp-cj/vf-fv/rr09_7/p3.html">http://www.justice.gc.ca/fra/pr-rp/jp-cj/vf-fv/rr09_7/p3.html</a> (French) |
| Intervenir auprès des hommes pour prévenir<br>l'homicide conjugal /<br>Intervening with men to prevent spousal homicide<br><br>Published by:<br>Centre de recherche interdisciplinaire<br>sur la violence familiale et la violence faite aux femmes<br>(CRIVIFF)<br>and<br>À Cœur d'Homme (Réseau d'aide aux hommes pour<br>une société sans violence) | <a href="https://www.criviff.gc.ca/sites/criviff.gc.ca/files/publications/pub_19062012_131333.pdf">https://www.criviff.gc.ca/sites/criviff.gc.ca/files/publications/pub_19062012_131333.pdf</a> (French)<br><br>Section:<br>Appréciation du risque d'homicide conjugal /<br>Risk assessment of spousal homicide<br>Pages 25-32   |

## 5.2 Safety planning

A woman living in a situation of conjugal violence should be encouraged to develop a safety plan to ensure her safety and the safety of her children. During the counselling process, the following recommendations regarding safety can be made:

- She should create a plan where she and her children can go in emergency, or if she decides to leave (refer to Emergency services in the Resources section).
- She should find out about how the police can protect her (i.e. a court order that can protect her from the abuser coming near her). It is a criminal offence if the abuser disobeys the order of the court.
- She should create a code word or signal that she can use to let people she knows or trusts that she needs help.
- She should prepare an excuse so she can leave quickly if she feels threatened.
- She should prepare a bag of belongings, and hide it in a safe place if she needs to leave quickly (money, keys, clothes, bank cards, driver's licence, social security documents, property deeds, medication, birth certificates, passport and any other important documents for herself and her children).

### Additional Resources

| Topic   | Website / Information  |
|---|--|
| <p>Safety Planning for Women who are Abused<br/>Published by:<br/>Neighbours, Friends and Families.</p> <p>A public education awareness campaign funded by the Ontario Women's Directorate and managed by the Centre for Research &amp; Education on Violence against Women &amp; Children at Western University.</p> | <p><a href="http://www.neighboursfriendsandfamilies.ca/sites/neighborsfriendsandfamilies.ca/files/images/downloads/EngSafetyPlanning.pdf">http://www.neighboursfriendsandfamilies.ca/sites/neighborsfriendsandfamilies.ca/files/images/downloads/EngSafetyPlanning.pdf</a> (English)</p> <p><a href="http://voisinsamisetsfamilles.ca/wp-content/uploads/2015/planification_de_la_securite_pour_femmes.pdf">http://voisinsamisetsfamilles.ca/wp-content/uploads/2015/planification_de_la_securite_pour_femmes.pdf</a> (French)</p> <p><a href="http://www.neighboursfriendsandfamilies.ca/sites/neighborsfriendsandfamilies.ca/files/images/downloads/Translations/Sorted%20by%20item/BluePamphlet_fold-out/Blue_Arabic.pdf">http://www.neighboursfriendsandfamilies.ca/sites/neighborsfriendsandfamilies.ca/files/images/downloads/Translations/Sorted%20by%20item/BluePamphlet_fold-out/Blue_Arabic.pdf</a> (Arabic)</p> |
| <p>Safety Plans<br/>Published by:<br/>Government of Quebec, Domestic Violence</p>   | <p>Guidelines for Safety Planning<br/>-before an incident of domestic violence<br/>-during an incident of domestic violence<br/>-after the separation</p> <p><a href="http://domesticviolence.gouv.qc.ca/need_plans.php">http://domesticviolence.gouv.qc.ca/need_plans.php</a> (English)</p> <p><a href="http://violenceconjugale.gouv.qc.ca/besoin_scenarios.php">http://violenceconjugale.gouv.qc.ca/besoin_scenarios.php</a> (French)</p>   |
| <p>Sample Safety Plan to be filled out by the victim</p>  | <p>A printable form to be filled out by the victim</p>   |


Published by: National Center on Domestic and Sexual Violence (United States)

[http://www.ncdsv.org/NCDSV\\_DVSafetyPlan-updated\\_8-2016.pdf](http://www.ncdsv.org/NCDSV_DVSafetyPlan-updated_8-2016.pdf) (English)


### 5.3 Women's shelters

There are many women's shelters across the city of Montreal and the greater Montreal area. Shelters offer a temporary safe place where women can stay. The best resource to locate a shelter for a women is SOS Violence Conjugale 1-800-363-9010. SOS Violence Conjugale offers 24 hour / 7 days a week phone support system where they offer assistance to victims of conjugal violence. In addition to being a safe place to stay, shelters offer counselling, reference to resources, and information about the legal system. Refer to the Resources section of the Toolkit for a list of shelters located in Montreal.

Figure 15: Intervention Map of womens' shelters (based on the processes of Auberge Transition, Maison Flora Tristan)



Amal CENTER FOR WOMEN  
CENTRE POUR FEMMES

 Status of Women Canada Condition féminine Canada

| Stakeholder     | Assessment of the Situation<br>(Questions or tools used)   | Role and responsibility   | Actions Taken<br>Interventions, Orientation, Referral, Collaboration)   | Strengths of your process  | Challenges & opportunities   |
|-----------------|--|---|---|--|--|
| <b>SHELTERS</b> | <p>1) <u>Telephone Evaluation:</u><br/>Evaluate the security of the person and children.</p> <p>Ask questions concerning the dynamic of the couple, involvement of the court/justice system and the health of the individual.</p> <p>Prepare the individual to leave her residence.</p> <p>Provide referrals to other organizations as required for example: the police, hospital, SOS Violence Conjugale</p> <p>2) <u>On site / In person evaluation:</u><br/>Assess physical and psychological health, Take pictures if necessary. Questions regarding legal issues and questions related to the partner. Understand if situation is a marital conflict or conjugal violence.</p> <p>Evaluate if women is in danger (short term / long term).</p> <p>Referrals to other organizations (see above).</p> | <p>To evaluate her needs and ensure her security.</p> <p>Intervention plan for the woman and her children</p> <p>Accompaniment</p> <p>Education and information on rights</p> <p>Referrals and Information</p> <p>Facilitate procedures (for example (immigration, lawyer, childcare)</p> | <p>Individual consultations</p> <p>Group workshops</p> <p>Accompaniment (for example to court or immigration)</p> <p>Third assessment takes place after 48 hours. If the shelter is not the right resource for the woman, then refer her to the right place.</p> <p>Explain to the woman how the shelter works. Evaluate her needs (especially if she has children).</p> <p>Help the woman with child care, immigration, contacting Youth Protection. Evaluate her mental health. Evaluate the needs of her children.</p> | <p>A safe place</p> <p>Non-judgmental environment</p> <p>Empower the woman to take her decisions</p> | <p>To be patient and persevere</p> <p>Legal system</p> <p>Short term intervention</p> <p>Complexity of the different stakeholders involved</p> |

#### Additional Resources

| Topic                  | Website / Information  |
|------------------------|--|
| SOS Violence Conjugale | <a href="http://www.sosviolenceconjugale.ca">http://www.sosviolenceconjugale.ca</a> (French)<br><br>514-873-9010<br>1-800-363-9010 (Toll Free) |

## 6.0 RESOURCES

### 6.1 Emergency services

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Emergency Services |   |  |   |
|--------------------|---|--|---|
|                    | Organization  | Description of Services  | Contact Information   |
| 1                  | Service de Police de la Ville de Montreal                   | Emergency services include arrest of violent person, removal of firearms, safety of victims and children, and referrals to the appropriate resources. (24/7)   | Tel: 9-1-1<br><a href="https://www.spvm.qc.ca/">https://www.spvm.qc.ca/</a>   |
| 2                  | Batshaw Youth & Family Centers                              | Services include psychosocial, rehabilitation and social integration services.<br>To ensure the provision of services related to child placement, adoption, adoption disclosure, reunification, expertise to the Superior Court and mediation.                             | 5 Weredale Park,<br>Westmount (Qc) H3Z 1Y5<br>Tel: 514-989-1885<br>To Report (Signalement):<br>Tel: 514-935-6196<br><a href="http://www.batshaw.qc.ca/">http://www.batshaw.qc.ca/</a> |
| 3                  | Centre de références du Grand-Montréal - Situation de crise | Provides free information on the Greater Montreal's social and community resources (i.e. social security, health, work, well-being and leisure). Specialized services include help and referral for drug and alcohol abuse, gambling addiction and resources for seniors). | Tel: 514-527-1375<br><a href="http://www.info-reference.qc.ca">http://www.info-reference.qc.ca</a>  |
| 4                  | Centres d'aide aux victimes d'actes criminels -CAVAC        | All CAVACs offer front-line services that are free of charge and confidential.<br>Available assistance includes:<br>-Post-trauma and psychosocial intervention<br>-Information on crime victim rights and remedies<br>-Accompaniment<br>-Referrals to specialized services | 404 Boulevard Décarie<br>#306, Saint-Laurent, QC H4L<br>Tel: 514-744-5048 or<br>Tel: 1-866-532-2822<br><a href="http://www.cavac.qc.ca/">http://www.cavac.qc.ca/</a>                  |

| Emergency Services |   |  |   |
|--------------------|---|--|---|
|                    | Organization  | Description of Services  | Contact Information   |
| 5                  | Centre de Protection de l'enfance et de la Jeunesse / Direction de la protection de la jeunesse (DPJ) | Child and Youth protection center. Specialized services for young people aged 0 to 18 in difficulty and their families.  | Tel: 514-842-7226<br>To Report (Signalement):<br>Tel: 514-896-3100<br><a href="https://www.ciuss-centresudmtl.gouv.qc.ca/nos-installations/centre-de-protection-de-l-enfance-et-de-la-jeunesse/">https://www.ciuss-centresudmtl.gouv.qc.ca/nos-installations/centre-de-protection-de-l-enfance-et-de-la-jeunesse/</a> |
| 6                  | S.O.S Violence Conjugale  | A confidential and anonymous telephone service for victims of domestic violence. Services include active listening and referral. Available 24 hours a day, 7 days a week, 365 days a year. | Tel: 1-800-363-9010<br><a href="http://www.sosviolenceconjugale.ca/">http://www.sosviolenceconjugale.ca/</a>  |
| 7                  | How to Help a Victim<br>Published by:<br>Government of<br>Quebec website on<br>Domestic Violence      | Act now. Don't wait until it's too late to help someone  | <a href="http://domesticviolence.gouv.qc.ca/help_howto.php">http://domesticviolence.gouv.qc.ca/help_howto.php</a>   |
| 8                  |   | Help someone with signs of Domestic Abuse  | <a href="http://domesticviolence.gouv.qc.ca/help_intervene.php">http://domesticviolence.gouv.qc.ca/help_intervene.php</a>   |
| 9                  |   | How to report a crime  | <a href="http://domesticviolence.gouv.qc.ca/help_witness.php">http://domesticviolence.gouv.qc.ca/help_witness.php</a>   |
| 10                 |   | Rescue plan to help victims  | <a href="http://domesticviolence.gouv.qc.ca/help_rescue.php">http://domesticviolence.gouv.qc.ca/help_rescue.php</a>   |
| 11                 |   | Reporting Domestic Violence: An Essential Step   | <a href="http://domesticviolence.gouv.qc.ca/help_report.php">http://domesticviolence.gouv.qc.ca/help_report.php</a>   |

## 6.2 Resources for victims of conjugal violence (women & children)

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Resources for victims of conjugal violence (women & children) |  |   |   |
|---|--|---|---|
|   | Organization   | Description of Services   | Contact Information   |
| 1   | Amal Center for Women  | <p>Provide support and assistance in a culturally competent manner to women affected by domestic abuse.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>-counselling and psychosocial services</li> <li>-accompaniment to court</li> <li>-workshops</li> <li>-community outreach</li> </ul>   | <p>903 Boulevard Décarie,<br/>Saint-Laurent, QC H4L 3M3<br/>Suite 204<br/>Tel: 514-855-0330<br/><a href="mailto:info@amalwomenscenter.ca">info@amalwomenscenter.ca</a><br/><a href="http://amalwomenscenter.ca/">http://amalwomenscenter.ca/</a></p>                  |
| 2   | Association IRIS<br>(Initiative de ré-insertion sociale)<br>Centre d'intervention de Crise | <p>Provide services to individuals suffering with mental health problems who are unable to function in society (i.e. anxiety, isolation, suicidal thoughts, unexplainable distress etc.).</p> <p>Services include a crisis intervention center available 24/7, shelter, long-term therapy, at-home supervision services and more.</p>   | <p>2430, boul. Henri-Bourassa<br/>Est, bureau 101 Mtl (Qc)<br/>H2B 1T7<br/>Tel: 514-381-8026<br/>Fax: 514-388-8053<br/><a href="http://www.associationiris.ca/">http://www.associationiris.ca/</a><br/>Crisis Center:<br/>Tel: 514-388-9233<br/>Fax: 514-388-4213</p> |
| 3   | Centre intégré universitaire de santé et de service sociaux (CIUSSS)                       | <p>Local level:</p> <ul style="list-style-type: none"> <li>-Health and well-being of the population</li> <li>-General and specific services in 1st line</li> <li>-Public health 1st line</li> <li>-Hospitals</li> </ul> <p>Regional level:</p> <ul style="list-style-type: none"> <li>-Youth Protection Center</li> <li>-Physical or intellectual disabilities</li> <li>-Addiction</li> <li>-Public health</li> </ul> | <p>To find a CIUSSS in your region, please use the locator:<br/><a href="http://sante.gouv.qc.ca/repertoire-ressources/votre-ciuss-ciuss">http://sante.gouv.qc.ca/repertoire-ressources/votre-ciuss-ciuss</a> (postal code)</p>                                       |
| 4   | Centres d'aide aux victimes d'actes criminels (CAVAC)                                      | <p>All CAVACs offer front-line services that are free of charge and confidential.</p> <p>Available assistance includes:</p> <ul style="list-style-type: none"> <li>-Post-trauma and psychosocial intervention</li> <li>-Information on crime victim rights and</li> </ul>   | <p>404 Boulevard Décarie<br/>#306, Saint-Laurent, QC H4L<br/>Tel: 514-744-5048 or<br/>Tel: 1-866-532-2822<br/><a href="http://www.cavac.qc.ca/">http://www.cavac.qc.ca/</a></p>   |



| Resources for victims of conjugal violence (women & children) |   |   |  |
|---|---|---|--|
|   | Organization  | Description of Services   | Contact Information  |
|   |   | remedies<br>-Accompaniment<br>-Referrals to specialized services  |  |
| 5   | Centre d'aide et de lutte contre les agressions à caractère sexuel (CALACS) | Direct aid: For women and girls aged 12+<br>-telephone support<br>-individual or group meeting<br>-accompaniment in judicial procedures, medical, or other<br>-information and references<br>-Support for victims' relatives  | C. P. 10117, succursale Bureau Chef Grand-Mère, QC G9T 5K7<br>Tel: 819 538-4554<br>1-855-538-4554 (toll free)<br><a href="mailto:info@calacs-entraide.ca">info@calacs-entraide.ca</a><br><a href="http://www.calacs-entraide.ca">http://www.calacs-entraide.ca</a> |
| 6   | Indemnisation des victimes d'actes criminels (IVAC)                         | Anyone recognized as entitled to benefits under the Crime Victims Compensation Act may receive the allowances and services necessary for his / her recovery. The victim can benefit from physical and social rehabilitation measures and participate in vocational rehabilitation programs. | 1199, rue De Bleury Montréal (Québec) H3C 4E1<br>Tel:1-800-561-4822<br>Tel: 514-906-3019<br>Fax: 514-906-3029<br><a href="http://www.ivac.qc.ca">http://www.ivac.qc.ca</a>   |
| 7   | L'R des centres de femmes du Québec   | Assistance for women victims of domestic violence or sexual assault. Reception, referrals, support and victim accompaniment.  | Tel: 514-876-9965<br><a href="http://www.rcentres.qc.ca/centres.aspx">www.rcentres.qc.ca/centres.aspx</a>  |
| 8   | McGill Domestic Violence Clinic   | It provides counselling on issues related to all forms of violence in intimate relationships and the effect such violence has on families and their social networks   | Wilson Hall, 3506 University Street, MTL, Qc H3A 2A7<br>Tel: 514-398-2686<br><a href="https://www.mcgill.ca/dvc/mcgill-domestic-violence-clinic">https://www.mcgill.ca/dvc/mcgill-domestic-violence-clinic</a>   |
| 9   | Maison des femmes sourdes de Montréal                                       | Assistance, support, and information for deaf women in distress who are victims of domestic violence or sexual assault<br>Deaf personnel who communicate using the Quebec Sign Language (QSL)   | Tel: 514 255-6376 (TDD)<br><a href="http://www.mfsm.org">www.mfsm.org</a>  |
| 10  | SOS Violence Conjugale  | Provides free, bilingual, anonymous and confidential reception services, assessment, information, awareness, support and reference services to victims of conjugal  | Tel: 1-800-363-9010<br><a href="http://www.sosviolenceconjugale.ca">www.sosviolenceconjugale.ca</a>  |

| Resources for victims of conjugal violence (women & children) |  |   |  |
|---|--|---|--|
|   | Organization   | Description of Services   | Contact Information  |
|   |  | violence and to all those concerned by this issue. (24/7)   |  |
| 11  | SAFETY PLAN<br>Have a safety plan so you can escape from a violent situation | A safety plan in a domestic violence situation will help you to take the necessary steps to ensure your safety.   | List to Print:<br><a href="http://domesticviolence.gov.qc.ca/need_plans.php">http://domesticviolence.gov.qc.ca/need_plans.php</a>  |
| 12  | Women's Center of Montreal   | Promote personal, social, psychological and economic autonomy of women.<br><br>Services offered in French, English, Arabic, Spanish and Creole.               | 3585, rue Saint-Urbain<br>Montréal (Québec), H2X 2N<br>Tel: 514-842-1066<br>Fax: 514 842-1067<br><a href="mailto:cfmwcm@centredesfemmesdemtl.org">cfmwcm@centredesfemmesdemtl.org</a><br><a href="http://en.centredesfemmesdemtl.org">http://en.centredesfemmesdemtl.org</a> |
| 13  | Y des Femmes (YWCA)  | Provide services for women and girls.<br>Focused on four key areas:<br>-Housing services<br>-Employability services<br>-Youth services<br>-Community services | Tel : 514-866-9944<br><a href="mailto:fondation@ydesfemmesmtl.org">fondation@ydesfemmesmtl.org</a><br><a href="http://www.ydesfemmesmtl.org">www.ydesfemmesmtl.org</a>   |

### 6.3 Resources for perpetrators of conjugal violence & services for men

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Resources for perpetrators of conjugal violence & services for men |  |  |   |
|--|--|--|---|
|  | Organization   | Description of Services  | Contact Information   |
| 1  | À coeur d'homme  | A network of 29 community-based organizations located throughout Québec that help men experiencing violent behavior in a conjugal context.<br><br>Assist men with:<br>-anger management and aggression<br>-recognize violent behavior and the consequences of the use of violence<br>-stop using violent behavior<br>-living a healthy, harmonious, and egalitarian relationship | Québec region:<br>Tel: 418-660-7799<br><a href="http://www.aceurdhomme.com">www.aceurdhomme.com</a>   |
| 2  | Centre d'intervention et de recherche en violence conjugale et familiale (Pro-gam) | A professional and confidential psychotherapy program for men who have used abusive behaviours in their relationships with partners or family members. Pro-gam is funded by the Ministry of Health and Social Services.  | 1453 Rue Beaubien E,<br>Montréal, QC H2G 3C6<br><br>Tel: 514 270-8462<br><a href="http://www.pro-gam.ca/">http://www.pro-gam.ca/</a>  |
| 3  | Carrefour d'Hommes en Changement (CHOC)  | A community organization dedicated to helping men with:<br>-preventing conjugal violence<br>-preventing suicide  | 25, Boul. Lévesque, Est<br>Laval (Québec) H7G 1B3<br><br>Tel: 450 975 2462<br><a href="http://www.organismechoc.com/">http://www.organismechoc.com/</a><br><a href="mailto:choc@organismechoc.com">choc@organismechoc.com</a> |
| 4  | Checklist for violent partners   | A questionnaire for men to determine if they are violent partners. Published by the Government of Quebec.  | <a href="http://domesticviolence.gov.qc.ca/need_evaluate.php">http://domesticviolence.gov.qc.ca/need_evaluate.php</a>   |
| 5  | Entraide pour hommes   | Provides intervention services to men:<br>-men in difficulty<br>-men in situations of conjugal violence<br>-men undergoing violence<br>-men with violent behavior  | Tel: 450-672-6461<br>(Grand Longueuil)<br>Tel: 450-250-6225<br>(Vallée-du-Richelieu)<br>Tel: 450-446-6225<br>(Saint-Hyacinthe)  |

| Resources for perpetrators of conjugal violence & services for men |                                      |   |  |
|--|--------------------------------------|---|--|
|  | Organization                         | Description of Services   | Contact Information  |
|  |                                      |   | <a href="http://www.entraidepourhommes.org">http://www.entraidepourhommes.org</a>  |
| 6  | Hébergements Péloquin                | Shelter for men in distress   | Tel: 514-567-5064<br>Fax: 514-382-6349   |
| 7  | The Montreal Anger Management Center | Offers individual, couple, family and group counselling.  | 5845 Côte des Neiges, Suite 440, Montreal, Quebec<br><br>Tel: 514-737-7208<br><a href="https://www.facebook.com/CaplanTherapyCentre/about/">https://www.facebook.com/CaplanTherapyCentre/about/</a>                |
| 8  | Mcgill Domestic Violence Clinic      | Provides counselling on issues related to all forms of violence in intimate relationships and the effect such violence has on families and social networks.   | Wilson Hall, 3506 University Street, MTL, Qc H3A 2A7<br><br>Tel: 514-398-2686<br><a href="https://www.mcgill.ca/dvc/mcgill-domestic-violence-clinic">https://www.mcgill.ca/dvc/mcgill-domestic-violence-clinic</a> |
| 9  | Option                               | A community-based organization. Provides follow-up and support services to adult men and women who practice one or more forms of violence against their spouse or other family members.   | Tel: 514-527-1657<br><a href="http://www.optionalternative.ca">www.optionalternative.ca</a>  |
| 10   | RePère                               | A community-based organization dedicated to fostering the development of paternal skills by providing fathers with the tools to create and maintain good relationships with their children. Services include:<br>-Individual intervention<br>-Court accompaniment<br>-Legal Clinic (Family Law)<br>-Psychotherapy Service<br>-Family Mediation<br>-Couple Therapy | 10780 Rue Laverdure, Montreal, QC H3L 2L9<br><br>Tel: 514-381-3511<br><a href="mailto:info@repere.org">info@repere.org</a><br><a href="http://www.repere.org">www.repere.org</a>                                   |
| 11   | Service d'aide aux conjoints (SAC)   | Services for men experiencing relationship problems such as breakups, conflicts, jealousy and domestic violence. Services include:  | 10000 Rue Lajeunesse, Montréal, QC H3L 2E1<br><br>Tel: 514-384-6296  |

Resources for perpetrators of conjugal violence & services for men

|  | Organization | Description of Services  | Contact Information  |
|--|--------------|--|--|
|  |              | -Support and orientation<br>-Intake evaluation<br>-Individual & group support<br>-Legal information<br>-Telephone HelpLine | <a href="http://www.serviceaideconjoints.org">www.serviceaideconjoints.org</a> |

## 6.4 Shelters for women and children in Montreal

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Shelters for women and children in Montreal |                            |   |   |
|---|----------------------------|---|---|
|   | Organization               | Description of Services   | Contact Information   |
| 1   | Auberge Transition         | <p>Shelter, information, counselling and follow-up services to women who are currently experiencing or have experienced any form of spousal abuse.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>-Shelter emergency intervention</li> <li>-Individual counseling</li> <li>-Intervention plan for women and children</li> <li>-Services for children</li> <li>-Art-therapy</li> <li>-Accompaniment</li> <li>-Services for youth</li> <li>-Workshops on rights defense</li> </ul> | <p>C. P. 266, succ. NDG<br/>Montréal (Québec) H4A 3P6</p> <p>Tel: 514-481-0495<br/>Fax: 514-481-8926<br/><a href="http://auberge.transition.org">http://auberge.transition.org</a><br/>g<br/><a href="mailto:aubtrans@qc.aira.com">aubtrans@qc.aira.com</a></p> |
| 2   | L'Arrêt-Source inc         | <p>Shelter for women. Services include:</p> <ul style="list-style-type: none"> <li>-housing varying between 3 months and 2 years.</li> <li>-customized intervention program</li> <li>-individual follow-up and weekly group meeting</li> <li>-post-housing follow-up</li> </ul>   | <p>1221 Rue Fleury E,<br/>Montréal, QC H2C 3K4</p> <p>Tel: 514-383-2335<br/><a href="http://www.arretsource.org">http://www.arretsource.org</a></p>   |
| 3   | Auberge Madeleine          | <p>Providing shelter for single women in situations of homelessness aged 18 years and over. 26 places.</p> <ul style="list-style-type: none"> <li>-Individual and group intervention</li> <li>-Accompaniment services</li> <li>-Post-housing follow up services</li> </ul>  | <p>BP 60118 St-Denis,<br/>Montréal, QC H2J 4E1</p> <p>Tel: 514-597-1303<br/><a href="http://www.aubergemadeleine.org">www.aubergemadeleine.org</a><br/>g<br/><a href="mailto:administration@aubergemadeleine.org">administration@aubergemadeleine.org</a></p>   |
| 4   | Auberge Shalom pour femmes | <p>Shelter for women and children impacted by conjugal violence.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>-emotional support and therapy</li> <li>-training techniques for self-confidence</li> <li>-support services for pregnant women</li> </ul>  | <p>Cp 386 Succ Snowdon,<br/>Montreal, QC H3X 3T6</p> <p>Tel: 514-731-0833<br/>Fax: 514-485-1097<br/><a href="http://aubergeshalom.org">http://aubergeshalom.org</a></p>   |

| Shelters for women and children in Montreal |                       |   |   |
|---|-----------------------|---|---|
|   | Organization          | Description of Services   | Contact Information   |
|   |                       | -individual counseling and therapy sessions<br>-safety plans, referral services and more  | <a href="mailto:infoaspf@videotron.ca">infoaspf@videotron.ca</a>  |
| 5   | Assistance aux femmes | Safe housing on a confidential basis for women and their children from all cultural communities who face domestic violence.<br><br>Counselling, support and follow-up services for each resident<br><br>English, French and Spanish; Interpreters called when needed. | Tel: 514-270-8291<br>Fax: 514-270-1176<br><br><a href="mailto:information@assistanceauxfemmes.ca">information@assistanceauxfemmes.ca</a><br><a href="http://www.assistanceauxfemmes.ca">http://www.assistanceauxfemmes.ca</a>   |
| 6   | Carrefour pour Elle   | Shelter for women and children.<br>Assist woman with her immediate physical and psychological needs.<br>Post-housing follow-up.   | C.P. 21115, succ. Jacques Cartier, Longueuil, QC J4J 5J4<br><br>Tel: 450-651-5800<br>(Helpline 24/7)<br><br><a href="mailto:aide@carrefourpourelle.org">aide@carrefourpourelle.org</a><br><a href="mailto:info@carrefourpourelle.org">info@carrefourpourelle.org</a><br><a href="http://www.carrefourpourelle.org">http://www.carrefourpourelle.org</a> |
| 7   | Citadelle de Lachute  | Shelter for abused women and children living with multiple social problems..  | Tel: 450-562-7797<br>Fax: 450-562-1311<br><br><a href="mailto:administration@citadellelachute.ca">administration@citadellelachute.ca</a>  |
| 8   | Dauphinelle           | To provide women in difficulty (and their children) with safe shelter.<br><br>Services include:<br>-Psychosocial support<br>-accompaniment<br>-post-housing follow up<br>-referral and legal information<br>-workshops  | C.P. 55512, Centre Maisonneuve, Mtl, Qc H1W 0A1<br><br>Tel: 514-598-7779<br>Fax: 514-598-5865<br><a href="mailto:intervention@ladauphinelle.org">intervention@ladauphinelle.org</a><br><a href="https://www.ladauphinelle.org">https://www.ladauphinelle.org</a>  |

## Shelters for women and children in Montreal

|    | Organization   | Description of Services   | Contact Information  |
|----|--|---|--|
| 9  | Fédération des ressources d'hébergement pour femmes violentées et en difficulté du Québec (FMHF) | <p>Promotes and defends the rights of women (and their children) living with multiple social problems.</p> <p>FMHF provides the necessary support to its member shelters and defends the interests of member houses and their clientele with political authorities, public, parapublic and private bodies.</p>                                  | <p>C.P. 55036, Succursale Maisonneuve, Montréal (Qc), H1W 0A1</p> <p>Tel: 514-878-9757<br/>Fax: 514-878-9755<br/><a href="http://www.fede.qc.ca/">http://www.fede.qc.ca/</a></p>   |
| 10 | Interval 1175  | A shelter which provides safe and confidential housing for women experiencing conjugal and / or domestic violence.  | <p>1175 Rue Saint Mathieu, Mtl, QC</p> <p>Tel: 514-933-8488<br/><a href="http://www.inter-val.ca">www.inter-val.ca</a></p>   |
| 11 | Logifem  | Receives women on an emergency basis for one or two nights and up to one year in the shelter. Possibility to live in a transitional apartment for up to 5 years.  | <p>CP72108, 151 Atwater, Montréal, QC H3J 2Z6</p> <p>Tel: 514-510-7772<br/>Tel: 514-939-3172<br/><a href="mailto:info@logifem.org">info@logifem.org</a><br/><a href="http://www.ogifem.org">http://www.ogifem.org</a></p>                  |
| 12 | Maison Flora Tristan   | <p>Shelter for women and children. Services are targeted at women in ethno-cultural communities experiencing conjugal and / or domestic violence .</p> <p>Services in English, French, Arabic (and more).</p> <p>-individual and group intervention<br/>-guidance and referral to resources<br/>-accompagnement<br/>-post-housing follow-up</p> | <p>C.P. 93, succursale St-Jacques, Montréal, QC H3C 1C5</p> <p>Tel: 514-939-3463 (24h/7)<br/>Fax: 514-939-3465</p> <p>Intervention:<br/><a href="mailto:interventions@maisonfloratristan.com">interventions@maisonfloratristan.com</a></p> |
| 13 | Maison grise de Montréal   | <p>Shelter for women in difficulty. Services include:</p> <p>-psycho-social support<br/>-accompagnement<br/>-post-housing follow-up</p>   | <p>C.P. 123, Succ. Rosemont Montréal QC H1X 3B6</p> <p>Tel: 514-722-0009<br/><a href="http://www.lamaisongrise.o">http://www.lamaisongrise.o</a></p>   |



## Shelters for women and children in Montreal

|    | Organization             | Description of Services   | Contact Information  |
|----|--------------------------|---|--|
|    |                          |   | <a href="mailto:info@laisongrise.org">rg<br/>info@laisongrise.org</a>  |
| 14 | Maison Dalauze           | <p>Safe housing for women and children.<br/>Individual psychosocial meetings for women and children in the shelter.<br/>Support and accompaniment in different procedures.<br/>Counseling with a psychologist (for women and children).<br/>Individual support meetings for parenting skills.</p> | <p>Tel: 1-866-619-4222</p> <p><a href="http://www.maisondalauze.com">http://www.maisondalauze.com</a><br/><a href="mailto:maisondalauze@videotron.ca">maisondalauze@videotron.ca</a></p>   |
| 15 | (Les) Maisons de l'Ancre | <p>A shelter for women in difficulty.</p> <ul style="list-style-type: none"> <li>-Group home</li> <li>-Satellite Apartment</li> <li>-Psychosocial follow-up</li> </ul>  | <p>Blvd Pie IX, MI, QC H1Z 3T3</p> <p>Tel: 514-723-1534<br/><a href="mailto:info@lesmaisonsdelancre.org">info@lesmaisonsdelancre.org</a><br/><a href="http://www.lesmaisonsdelancre.org">rg<br/>http://www.lesmaisonsdelancre.org</a></p>  |
| 16 | Maison L'Esther          | <p>Safe and confidential housing for women in difficulty (and their children).</p> <p>Individual and group follow-ups for women and children.</p> <p>Assistance and accompaniment (ex: criminal and civil court, youth protection etc.).</p> <p>Help line 24/7.</p>                               | <p>Casier postal 43082,<br/>Vilamont. Laval, Québec<br/>H7M 6A1</p> <p>Tel: 450-963-6161<br/>Fax: 450-963-3145<br/><a href="mailto:maison.lesther@videotron.ca">maison.lesther@videotron.ca</a><br/><a href="http://www.maisonlesther.com">ca<br/>http://www.maisonlesther.com</a></p> |
| 17 | Maison de Lina           | <p>Shelter for women who are victims of conjugal violence and their children.</p> <ul style="list-style-type: none"> <li>-reception services 24/7</li> <li>-telephone assistance</li> <li>-safe housing</li> <li>-information and accompaniment</li> </ul>  | <p>C.P. 1705, Suc. Saint-Martin, Laval (QC) H7V 3P9</p> <p>Tel: 450-962-8085<br/>Fax: 450-627-0489<br/><a href="mailto:maisondelina@videotron.ca">maisondelina@videotron.ca</a></p>  |
| 18 | Maison Le Prelude        | <p>Shelter for women and children who are victims of conjugal violence.</p> <ul style="list-style-type: none"> <li>-reception services &amp; accommodation</li> <li>-phone line 24/7</li> </ul>   | <p>Casier postal 173, Suc. Saint-Martin, Laval (QC) H7V 3P5</p>  |

## Shelters for women and children in Montreal

|    | Organization                          | Description of Services  | Contact Information  |
|----|---------------------------------------|--|--|
|    |                                       | -individual and group intervention<br>-assistance and accompaniment<br>-information and referrals  | Tel: 450-682-3050<br>Fax: 450-664-7531<br><a href="mailto:leprelude@videotron.ca">leprelude@videotron.ca</a>   |
| 19 | Maison du Réconfort                   | Shelter for women and children who are victims of conjugal violence.<br>Services include:<br>-safe accommodation<br>-individual and group intervention<br>-information and referrals<br>-post-housing follow-up  | 4061 Rue Wellington,<br>Verdun, QC H4G<br><br>Tel: 514-768-7147<br>Fax: 514-768-7489   |
| 20 | Multi-Femmes Deux inc.                | Shelter for women and children.<br>Services include:<br>-safe accomodation<br>-Individual and group meetings<br>-consultations<br>-accompaniment<br>-information and referrals                                   | C.P. 83564 CP Garnier<br>Montréal, QC H2J 4E9<br><br>Tel: 514-523-1095   |
| 21 | Maison des femmes sourdes de Montréal | Center for deaf women in difficulty.<br>Services include:<br>-listening and help services<br>-referrals<br>-intervention with deaf women victims of conjugal violence and / or sexual assault                    | Tel ATS: 514-255-6376<br>Tel: 514-255-5680<br>Skype / OOV00:<br>mfsm.accueil<br>Fax: 514-255-3770<br><a href="http://www.mfsm.org">http://www.mfsm.org</a><br><a href="mailto:femmessourdes@mfsm.ca">femmessourdes@mfsm.ca</a> |
| 22 | Maison Reine de l'espérance           | Shelter for women in difficulty and their children (temporary overnight accommodation).  | 2463 Rue Champagne, Mtl,<br>QC<br><br>Tel: 514-524-6372  |
| 23 | Le Parados inc                        | Accommodation for women in difficulty and their children.<br>Services include:<br>-psychosocial and crisis intervention<br>-consultation, information and referrals<br>-accompaniment and post-housing follow-up | Tel: 514-637-3529<br><a href="http://www.leparados.com">http://www.leparados.com</a>   |
| 24 | Pavillon Marguerite                   | Shelter for women, victims of conjugal   | CP 51535 CSP Taschereau  |

## Shelters for women and children in Montreal

|    | Organization  | Description of Services   | Contact Information  |
|----|---|---|--|
|    | de Champlain  | <p>violence, and their children.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>-phone assistance 24/7 and crisis intervention</li> <li>-individual, group and family psychosocial intervention</li> <li>-accompagnement</li> <li>-intervention with children</li> </ul> | <p>Greenfield Park QC J4V 3N</p> <p>Tel: 450-656-1946</p> <p>Fax: 450-656-6548</p> <p><a href="mailto:info@pavillonmarguerite.com">info@pavillonmarguerite.com</a></p> <p><a href="http://www.pavillonmarguerite.com">http://www.pavillonmarguerite.com</a></p>  |
| 25 | PasserElle  | <p>Second stage housing providing psychosocial support and temporary shelter for women who are victims of conjugal violence and their children.</p>   | <p>C.P. 65005, Montreal, QC H3K 0K4</p> <p>Tel: 514-939-0512</p> <p>Fax: 514-939-2887</p> <p><a href="mailto:info@passerelle2e.ca">info@passerelle2e.ca</a></p> <p><a href="http://www.passerelle2e.ca">http://www.passerelle2e.ca</a></p>   |
| 26 | Refuge pour les femmes de l'ouest de l'île  | <p>A shelter which promotes the rights of women and children who are victims of conjugal violence.</p> <p>Services include psychological support.</p>   | <p>Tel: 514-620-4845</p> <p>Fax: 514-620-6555</p> <p><a href="http://www.rfoi.org">http://www.rfoi.org</a></p> <p><a href="mailto:info@rfoi.org">info@rfoi.org</a></p>   |
| 27 | Regroupement provincial des maisons d'hébergement et de transition pour femmes victimes de violence conjugale | <p>Contribute to the evolution of laws and policies in order to make more adequate protection measures for women and children victims of conjugal violence.</p>   | <p>11, rue Notre-Dame Ouest, Montréal, QC H2Y 4A7</p> <p>Tel: 514-878-9134</p> <p>Fax: 514-878-9136</p> <p><a href="http://www.maisons-femmes.qc.ca">www.maisons-femmes.qc.ca</a></p> <p><a href="https://www.facebook.com/RMFVVC">www.facebook/RMFVVC</a></p> <p><a href="mailto:info@maisons-femmes.qc.ca">info@maisons-femmes.qc.ca</a></p> |
| 28 | Shield of Athena / Bouclier d'Athéna  | <p>Offers multidisciplinary, multilingual services to women and children who are victims of conjugal or family violence.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>-crisis intervention and emergency shelter</li> <li>-counselling</li> </ul>                      | <p>P.O. Box 25, Mount Royal Station Mount Royal, QC H3P 3B8</p> <p>Tel: 514-274-8117</p> <p>Toll free:1-877-274-8117</p>   |

Shelters for women and children in Montreal

|    | Organization   | Description of Services   | Contact Information   |
|----|----------------|---|---|
|    |                | -information and referral<br>-support groups  | Fax: 514-274-7591<br><a href="http://shieldofathena.com">http://shieldofathena.com</a>  |
| 29 | Transit 24 inc | Shelter for abused women living with multiple social problems and their children. The house is suitable for people with limited mobility. | Tel: 514-383-4994<br><a href="mailto:transit24@sympatico.ca">transit24@sympatico.ca</a> |

## 6.5 Resources for employment, unemployment & social aid

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Resources for employment, unemployment & social aid |  |   |  |
|---|--|---|--|
|   | Organization   | Description of Services   | Contact Information  |
| 1   | Centre d'Accueil et de Référence sociale et économique pour Immigrants de Saint-Laurent (CARI) | <p>Employment Services:</p> <ul style="list-style-type: none"> <li>-French courses</li> <li>-Resume writing</li> <li>-Education and skill building</li> <li>-Family and intercultural understanding</li> </ul>            | <p>774 Blvd. Décarie, bureau 300, Saint-Laurent, QC H4L 3L5</p> <p>Tel: 514-748-2007<br/> <a href="mailto:carist@cari.qc.ca">carist@cari.qc.ca</a><br/> <a href="http://cari.qc.ca">http://cari.qc.ca</a></p>  |
| 2   | Emploi Québec<br>Ministère du Travail, de l'Emploi et de la Solidarité sociale.                | <p>Employment Services:</p> <ul style="list-style-type: none"> <li>-Job search</li> <li>-Information on the job market</li> </ul>   | <p><a href="http://placement.emploiquebec.gouv.qc.ca">http://placement.emploiquebec.gouv.qc.ca</a></p> <p>Locating an employment center in your region:<br/> <a href="https://www.mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/services.asp">https://www.mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/services.asp</a></p> |
| 3   | Service Canada Québec - Information sur le marché du travail                                   | <p>Employment Services:</p> <p>Information on government services and benefits including Employment Insurance, Old Age Security, Canada Pension Plan, Social Insurance, Job Bank and more.</p>                            | <p><a href="http://www.servicecanada.gc.ca">http://www.servicecanada.gc.ca</a></p>   |
| 4   | Au bas de l'échelle  | <p>Unemployment Services:</p> <p>An education and advocacy group for non-unionized people.</p> <p>Information and training services on rights at work (dismissal, psychological harassment, illegal practices, etc.).</p> | <p>6839A, rue Drolet, bureau 305, Montréal, QC H2S 2T1</p> <p>Tel: 514-270-7878<br/>           Fax: 514-270-7726<br/> <a href="mailto:abe@aubasdelechelle.ca">abe@aubasdelechelle.ca</a><br/> <a href="http://www.aubasdelechelle.ca">http://www.aubasdelechelle.ca</a></p>  |

| Resources for employment, unemployment & social aid |   |   |   |
|---|---|---|---|
|   | Organization  | Description of Services   | Contact Information   |
| 5   | (Le) Comité chômage de Montréal   | Unemployment Services:<br>Information and advocacy services for unemployed persons on all matters pertaining to the Employment Insurance program. Services include consultation, assistance with administrative review process or appeal to the Social Security Court.                      | 3734 Av du Parc, Montreal<br>H2X 2J1<br>Tel: 514-933-5915<br>Fax: 514-933-4074<br><a href="http://lecnc.com/montreal">http://lecnc.com/montreal</a><br><a href="mailto:ccm@comitechomage.qc.ca">ccm@comitechomage.qc.ca</a> |
| 6   | Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) | Unemployment Services:<br>The Government of Quebec has entrusted CNESST with the promotion of labor rights and obligations. It ensures respect for workers and employers in Quebec.<br>-Labour Standards<br>-Pay equity<br>-Health and safety at work                                       | 26e étage, 500, Blvd. René-Lévesque O. Montreal<br>H2Z 2A5<br><br>Tel: 1-844-838-0808<br><a href="http://www.cnesst.gouv.qc.ca">http://www.cnesst.gouv.qc.ca</a>  |
| 7   | Mouvement Action Chômage de Montréal (MAC)  | Unemployment Services:<br>An advocacy group for the unemployed. It informs and defends people while seeking to safeguard and improve the unemployment insurance system (also known as employment insurance).  | 6839A, rue Drolet, bur. 306<br>Montréal, QC H2S 2T1<br><br>Tel: 514-271-4099<br><a href="http://macmtl.qc.ca">http://macmtl.qc.ca</a>   |
| 8   | Union des travailleurs et travailleuses accidenté-e-s de Montréal (UTTAM)             | Unemployment Services:<br>An advocacy group which provides support to victims of accidents and sickness at the workplace. The group also works to bring improvements in the working conditions of workers.  | 2348 rue Hochelaga<br>Montréal, QC H2K 1H8<br><br>Tel: 514-527-3661<br><a href="http://uttam.quebec">http://uttam.quebec</a>  |
| 9   | Organisation d'Aide aux Sans-Emploi   | Social Aid and Welfare:<br>To represent the interests of unemployed people and income security beneficiaries in the southwest of Montreal and the West Island.<br>Services include:<br>-individual support<br>-telephone information line<br>-consultation<br>-collective action activities | 2515, rue Delisle, Bureau<br>209, Montréal, QC H3J 1K8<br><br>Tel: 514-932-3926<br>Fax: 514-932-0815<br><a href="mailto:odas@bellnet.ca">odas@bellnet.ca</a>  |

| Resources for employment, unemployment & social aid |  |  |  |
|---|--|--|--|
|   | Organization   | Description of Services  | Contact Information  |
| 10  | L'organisation populaire des droits sociaux (OPDS)                                     | Social Aid and Welfare:<br>An advocacy organization that works too improve the living conditions of people on social assistance by helping them understand the causes of impoverishment and empowering them. | 3340, rue Ontario E.<br>Montréal, QC H1W 1P7<br><br>Tel: 514-524-6996<br><a href="mailto:info@opdsrm.com">info@opdsrm.com</a><br><a href="http://opdsrm.com">http://opdsrm.com</a>   |
| 11  | Programme d'aide sociale-Ministère du Travail, de l'Emploi et de la Solidarité sociale | Social Aid and Welfare:<br>-A last resort social and financial assistance program<br>-Information on the program and evaluating eligibility for the program.   | 2050, rue De Bleury, RC 10<br>Montréal (Québec) H3A 2J5<br><br>Tel:514 644-4545<br><a href="http://www.emploiquebec.gouv.qc.ca/citoyens/obtenir-une-aide-financiere/programmes-daide-sociale-et-de-solidarite-sociale/">http://www.emploiquebec.gouv.qc.ca/citoyens/obtenir-une-aide-financiere/programmes-daide-sociale-et-de-solidarite-sociale/</a> |

## 6.6 Resources for children & youth

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Resources for children & youth |   |  |  |
|--------------------------------|---|--|--|
|                                | Organization  | Description of Services  | Contact Information  |
| 1                              | Auberge Shalom pour femmes: un centre pour les femmes abusées et leurs enfants                        | Individual counseling for children aged 5-14 who have been exposed to domestic violence and whose mothers have left an abusive relationship.   | C.P. 386 Succursale<br>Snowdon Montréal, QC<br>H3X 3T6<br>Tel: 514-731-0833<br>Fax: 514-731-8337<br><a href="mailto:infoaspf@videotron.ca">infoaspf@videotron.ca</a> |
| 2                              | Batshaw Youth and Family Centres  | Services include psychosocial, rehabilitation and social integration services.<br><br>To ensure the provision of services related to child placement, adoption, adoption disclosure, reunification, expertise to the Superior Court and mediation. | 5 Weredale Park<br>Westmount QC H3Z 1Y5<br>Tel: 514-989-1885<br>Report/Signalement:<br>514-935-6196<br><br><a href="http://www.batshaw.qc.ca">www.batshaw.qc.ca</a>  |
| 3                              | Centre de Protection de l'enfance et de la Jeunesse / Direction de la protection de la jeunesse (DPJ) | Child and Youth protection center.<br><br>Specialized services for young people aged 0 to 18 in difficulty and their families  | Tel: 514-842-7226<br>Report/Signalement:<br>514-896-3100<br><br><a href="https://www.ciuss-centresudmtl.gouv.qc.ca">https://www.ciuss-centresudmtl.gouv.qc.ca</a>    |
| 4                              | Heads & Hands   | Legal, medical and counselling options available to youth (bilingual).   | Tel: 514-481-0277<br><br><a href="http://headandhands.ca">http://headandhands.ca</a>   |
| 5                              | Kids Help Phone   | Provides children and youth with anonymous and confidential professional counselling, referrals and information  | Tel: 1-800-668-6868<br><a href="https://www.kidshelpphone.ca">https://www.kidshelpphone.ca</a>   |
| 6                              | LOVE - LEAVE OUT VIOLENCE   | LOVE is ending violence - one youth, one school, one neighbourhood at a time   | Tel: 514-938-0006<br><br><a href="http://quebec.leaveoutviolence.org">http://quebec.leaveoutviolence.org</a>   |
| 7                              | Tel-jeunes  | A telephone and online hotline service for young people aged 5 to 20 years. Available 24/7. Access to professional counsellors.  | Tel: 514-288-2266<br>Toll-free : 1-800-263-2266<br><a href="http://www.teljeunes.com">www.teljeunes.com</a>  |
| 8                              | YMCAs of Quebec   | Programs for children and youth:   | Find a YMCA in your region:  |



| Resources for children & youth |                                 |   |  |
|--------------------------------|---------------------------------|---|--|
|                                | Organization                    | Description of Services   | Contact Information  |
|                                |                                 | <ul style="list-style-type: none"> <li>-afterschool homework help</li> <li>-daycare</li> <li>-drop in child care</li> <li>-nursery school</li> <li>-day camps for ped days and spring break</li> <li>-sports activities</li> <li>-youth leadership program</li> </ul> | <a href="http://www.ymcaquebec.org/en/Contact-en">http://www.ymcaquebec.org/en/Contact-en</a><br>Programs for children:<br><a href="http://www.ymcaquebec.org/en/Children-Youth">http://www.ymcaquebec.org/en/Children-Youth</a>     |
| 9                              | YWCA / Y des Femmes de Montréal | Programs for girls and young women aged 8-35 provided in partnership with school and community partners.<br>Workshops themes: healthy lifestyle, self-expression, self-knowledge, healthy relationships, community action and leadership.                             | Youth Services Coordinator<br>Tel: 514-866-9941 ext. 291<br>jgoldfarb@ydesfemmesmtl.org<br><a href="http://www.ydesfemmesmtl.org/en/youth-services/youthprograms/">http://www.ydesfemmesmtl.org/en/youth-services/youthprograms/</a> |

## 6.7 Food bank resources

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Food bank resources |   |  |   |
|---------------------|---|--|---|
|                     | Organization  | Description of Services  | Contact Information   |
| 1                   | Les Banques alimentaires du Québec                          | The Réseau des Banques alimentaires du Québec ensures:<br>-the equitable sharing of food among its members throughout the region of Québec<br>-the pooling of resources, expertise and information in order to respond more effectively to those in situations of poverty. | 6880, chemin de la Côte-de-Liesse, Bureau 1<br>Montréal, QC, H4T 2A1<br>Tel: 514-344-0789<br>Toll Free: 1-877-478-4040<br>info@BanquesAlimentaires.org<br><a href="http://www.banquesalimentaires.org/">http://www.banquesalimentaires.org/</a><br><br>To locate a food bank by postal code:<br><a href="http://www.banquesalimentaires.org/notre-reseau/membres-du-reseau/carte/">http://www.banquesalimentaires.org/notre-reseau/membres-du-reseau/carte/</a> |
| 2                   | Centre Bon Courage de Place Benoit                          | Food Assistance program.   | 155 Car Benoit, Saint-Laurent, Québec H4N 2H4<br>Tel: 514-744-0897<br><a href="http://www.centreboncourage.org">http://www.centreboncourage.org</a><br><a href="http://www.centreboncourage.org/famille/securete-alimentaire.html">http://www.centreboncourage.org/famille/securete-alimentaire.html</a>  |
| 3                   | Centre d'action bénévole et communautaire                   | A meals on wheels program offered by volunteers to seniors that are isolated, disabled or convalescent (in rehabilitation or recovery). Delivery of frozen meals every Wednesday.  | 910 Avenue Sainte-Croix, Saint-Laurent, QC H4L 3Y6<br><br>Tel: 514-744-5511<br>Fax: 514-744-1206<br><a href="http://www.centreabc.org/">http://www.centreabc.org/</a>   |
| 4                   | Centre d'Accueil et de Référence sociale et économique pour | Femmes du Monde program activities include: nutrition workshops, cuisine international and Café-discussion.  | 774 Boul. Décarie, bureau 300, Ville Saint Laurent QC H4L 3L5   |

| Food bank resources |   |   |  |
|---------------------|---|---|--|
|                     | Organization  | Description of Services   | Contact Information  |
|                     | Immigrants de Saint-Laurent (CARI)                          |   | 514-748-2007<br>carist@cari.qc.ca<br><a href="http://cari.qc.ca">http://cari.qc.ca</a>   |
| 5                   | Centre d'Encadrement pour Jeunes Femmes Immigrantes (CEJFI) | Promotes the social, economic, cultural and civic integration of young immigrant women between the ages of 12 and 35 by promoting an intercultural approach.<br><br>Food Assistance services available every Monday (except public holidays) from 10-12pm. First come first serve.  | 1745, boul. Edouard Laurin, Saint-Laurent, Montreal QC H4L 5E9<br>Tel: 514-744-2252<br>Fax: 514-744-0540<br><a href="mailto:contact@cejfi.org">contact@cejfi.org</a><br><a href="http://www.cejfi.org">http://www.cejfi.org</a><br><a href="http://www.cejfi.org/services/depannage-alimentaire">http://www.cejfi.org/services/depannage-alimentaire</a> |
| 6                   | Centre Soutien Jeunesse                                     | Food Assistance   | 1525 Decelles, Ville Saint Laurent, QC H4L 2E1<br>Tel: 514-744-1288<br>Fax: 514-856-1636<br>centresoutien-jeunesse@hotmail.com   |
| 7                   | COCLA   | Food bank, nutrition workshops, meals on wheels service. Also provides information and support services to families (especially newly arrived families) including information sessions on community and government services.<br><br>Community meals: Hot meals are served every day at noon. Every Wednesday and Friday, meals are served to seniors.<br><br>Cuisine Collectives: Once a month, the group prepares nutritious dishes of different cultures to share their knowledge of food and break social isolation. | 1357 rue St-Louis, Ville St-Laurent, QC H4L 2P4<br>Tel: 514-748-0796<br><a href="http://www.coclamontreal.org">http://www.coclamontreal.org</a><br><a href="mailto:cocla.mtl@gmail.com">cocla.mtl@gmail.com</a>  |
| 8                   | ICNA Relief Canada – Montreal chapter                       | Food bank.<br>Distribution and collection every Tuesday and Thursday 1-4pm.   | 5876 Upper Lachine Road Montreal, QC H4A 2B9<br>Tel: 514-482-7070<br><a href="mailto:montrealfb@icnareliefcanda.ca">montrealfb@icnareliefcanda.ca</a>  |
| 9                   | Paroisse de Saint-  | A meals on wheels program offered by  | 805 Avenue Sainte-Croix,   |

| Food bank resources |                                |  |  |
|---------------------|--------------------------------|--|--|
|                     | Organization                   | Description of Services  | Contact Information  |
|                     | Laurent                        | volunteers to seniors and people with loss of autonomy (temporary or permanent).       | Saint-Laurent, QC H4L 3X6<br>Tel: 514-747-7844<br>Tel: 514-335-9928<br><br>Meals on Wheels program:<br>514-335-9928<br><a href="http://upsaintlaurent.org/Unite_pastorale_Saint-Laurent/Popote_roulante.html">http://upsaintlaurent.org/Unite_pastorale_Saint-Laurent/Popote_roulante.html</a>                                 |
| 10                  | Paroisse de St-Sixte (L'Oasis) | Food Assistance program.<br>Weekly distribution of food every Thursday, from 1-3:30pm. | 1895 de l'Église, Ville Saint Laurent, QC H4M IE6<br>Tel: 514-747-7621<br><a href="http://upsaintlaurent.org/http://upsaintlaurent.org/Unite_pastorale_Saint-Laurent/LOasis.html">http://upsaintlaurent.org/http://upsaintlaurent.org/Unite_pastorale_Saint-Laurent/LOasis.html</a>  |
| 11                  | Volunteer Bureau of Montreal   | List of several Meals on Wheels programs in Montreal                                   | 2015, Drummond Street, Suite 300, Montréal QC H3G 1W7<br><b>Tel:</b> 514-842-3351<br><b>Fax:</b> 514-842-8977<br><a href="http://cabm.net/">http://cabm.net/</a><br><br>Meals on Wheels programs:<br><a href="http://cabm.net/en/search?ta=84&amp;cc=All&amp;ar=All">http://cabm.net/en/search?ta=84&amp;cc=All&amp;ar=All</a> |

## 6.8 Government & immigration resources

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Government & immigration resources |   |   |  |
|------------------------------------|---|---|--|
|                                    | Organization  | Description of Services   | Contact Information  |
| 1                                  | Canada child tax benefit / Prestations fiscales pour enfants (Canada) | Validating your eligibility for benefits and credits, child and family benefits calculator and how to apply.  | Tel: 1-800-387-1193<br><a href="http://www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html">http://www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html</a>                 |
| 2                                  | Canadian Human Rights Commission                                      | What is harrassment?  | Toll Free: 1-888-214-1090<br><a href="http://www.chrc-ccdp.gc.ca/eng/content/what-harassment">http://www.chrc-ccdp.gc.ca/eng/content/what-harassment</a> |
| 3                                  | Canadian Resource Centre for Victims of Crime                         | A non-profit organization dedicated to ensuring the equitable treatment of crime victims in Canada.<br><br>Services include:<br>-Referral to services and resources<br>-Assistance with post-trial agencies (Correctional Service of Canada, Parole Board of Canada, financial compensation programs, etc.)<br>-Long-term emotional support<br><br>Publication: Navigating the Canadian Criminal Justice System: A Guide for Victims, (2010)<br><a href="https://crcvc.ca/docs/Navigating-the-Canadian-CJS.pdf">https://crcvc.ca/docs/Navigating-the-Canadian-CJS.pdf</a> | Tel: 1-877-232-2610  |
| 4                                  | Centre social d'aide aux immigrants (CSAI)                            | Offers newcomers free of charge assistance in their installation and integration with the host society.<br>Services include:<br>-Information and guidance<br>-Technical assistance with forms (child allowances, housing, childcare, etc.)<br>Social support<br>-Help with immigration forms (sponsorship, invitations, renewals, etc.)   | 3782 rue Wellington<br>Verdun, QC H4G 1V2<br>Tel: 514-761-3333<br>Fax: 514-761-1463<br><a href="http://centrecsai.org/">http://centrecsai.org/</a>       |

| Government & immigration resources |   |   |  |
|------------------------------------|---|---|--|
|                                    | Organization  | Description of Services   | Contact Information  |
|                                    |   | -Application for citizenship<br>-Swearing of Documents<br>-Tax Clinic   |  |
| 5                                  | City of Montréal  | The City of Montreal<br>Information about municipal laws, regulations, community life, housing, taxation, transportation, public health and safety and more.<br><br>Access Card provides discounts to Montrealers on many activities at preferential rates.   | Tel: 3-1-1<br><a href="http://ville.montreal.qc.ca">http://ville.montreal.qc.ca</a><br><br>Access card:<br><a href="http://ville.montreal.qc.ca/portal/page?_pageid=9397_112537725&amp;_dad=portal&amp;_schema=PORTAL">http://ville.montreal.qc.ca/portal/page?_pageid=9397_112537725&amp;_dad=portal&amp;_schema=PORTAL</a> |
| 6                                  | Department of Justice,<br>Government of Canada                      | About Family Violence<br><a href="http://www.justice.gc.ca/eng/ci-ip/fv-vf/about-afropos.html">http://www.justice.gc.ca/eng/ci-ip/fv-vf/about-afropos.html</a><br><br>Federal legislation addressing family violence in Canada<br><a href="http://www.justice.gc.ca/eng/ci-ip/fv-vf/laws-lois.html">http://www.justice.gc.ca/eng/ci-ip/fv-vf/laws-lois.html</a> | <a href="http://www.justice.gc.ca/eng/index.html">http://www.justice.gc.ca/eng/index.html</a>  |
| 7                                  | Directeur de l'état civil du Québec                                 | Citizens can obtain official documents related to civil status events—certificates, copies of acts and attestations of birth, marriage, civil union and death.  | Service counter, ground floor<br>2050, rue De Bleury, RC<br>Montréal, QC H3A 2J5<br>Tel: 514-644-4545<br>Toll Free: 1-877-644-4545<br><a href="http://www.etatcivil.gouv.qc.ca/en/default.html">http://www.etatcivil.gouv.qc.ca/en/default.html</a>  |
| 8                                  | Health Insurance /<br>Régie de l'assurance maladie du québec (RAMQ) | -Eligibility and registration information for health card insurance<br>-Forms and other online services   | 425, blvd. de Maisonneuve<br>O, 3 <sup>e</sup> étage, # 301, Montréal<br>QC H3A 3G5<br>Tel: 514-864-3411<br><a href="http://www.ramq.gouv.qc.ca">www.ramq.gouv.qc.ca</a>   |
| 9                                  | Immigration & Citizenship Canada,<br>Government of Canada           | -Application for visit, study, work or immigration to Canada.<br>-Application for citizenship, a permanent resident card or refugee protection.   | Tel: 1-800-O-CANADA<br><a href="http://www.cic.gc.ca/english/">http://www.cic.gc.ca/english/</a>   |

| Government & immigration resources |  |   |  |
|------------------------------------|--|---|--|
|                                    | Organization   | Description of Services   | Contact Information  |
|                                    |  | -Check application status or locate a specific form.  | Locate an Immigration, Refugees and Citizenship Canada (IRCC) office:<br><a href="http://www.cic.gc.ca/english/information/offices/index.asp">http://www.cic.gc.ca/english/information/offices/index.asp</a>   |
| 10                                 | L'Association québécoise Plaidoyer-Victimes (AQPV)               | A non-profit organization dedicated to promoting and defending the rights and interests of victims of crime and their families.<br>Publication: Navigating your way through the Justice System<br><a href="http://aqpv.ca/images/stories/flip1_eng/index.html">http://aqpv.ca/images/stories/flip1_eng/index.html</a> | 4305, rue d'Iberville, bureau 201, Montréal QC H2H 2L5<br>Tel: 514-526-9037<br>Fax: 514-526-9951<br>aqpv@aqpc.ca<br><a href="http://www.aqpv.ca/">http://www.aqpv.ca/</a>  |
| 11                                 | L'Hirondelle: Services d'accueil et d'intégration des immigrants | Offers newcomers the necessary support to meet their needs throughout the social integration process including numerous activities.   | 4652 Rue Jeanne-Mance, Montréal, QC H2V 4J4<br>2e et 3e étages<br>Tel: 514-521-5696<br>Fax: 514-281-5628<br><a href="http://www.hirondelle.qc.ca">http://www.hirondelle.qc.ca</a><br>@<br><a href="mailto:administration@hirondelle.qc.ca">administration@hirondelle.qc.ca</a> |
| 12                                 | Ministère de la famille et de l'Enfance                          | Services include:<br>-Family Support<br>-Early Years Centers / daycare<br>-Programs for vulnerable seniors<br>-Partnership with community and volunteer organizations   | 600, rue Fullum, 6 <sup>e</sup> étage<br>Montréal, QC H2K 4S7<br>Toll free:1-877-216-6202<br><a href="https://www.mfa.gouv.qc.ca">https://www.mfa.gouv.qc.ca</a><br>@  |
| 13                                 | Ministère du Travail, de l'Emploi et de la Solidarité sociale    | Services include:<br>-Parental leave (Québec Parental Insurance Plan QPIP)<br>-Child allowance<br>-Social Aid<br>-Employment services / Emploi Québec   | Centre de communication avec la clientèle:<br>Tel: 514-873-4000 (Montréal)<br>Toll free: 1-877-767-8773<br><a href="http://www.mess.gouv.qc.ca">www.mess.gouv.qc.ca</a>  |
| 14                                 | Retraite Québec et le Soutien aux enfants                        | Quebec pension plan and child support   | Québec Pension Plan<br>Tel: 514-873-2433<br>Toll Free: 1-800-463-5185  |

| Government & immigration resources |                 |   |  |
|------------------------------------|-----------------|---|--|
|                                    | Organization    | Description of Services   | Contact Information  |
|                                    |                 |   | Child Assistance<br>Tel: 514-864-3873<br>Toll Free: 1-800-667-9625<br><a href="http://www.rrq.gouv.qc.ca">http://www.rrq.gouv.qc.ca</a>  |
| 15                                 | Service Canada  | Service Canada provides Canadians with a single point of access to a wide range of government services and benefits:<br>-Education and training<br>-Employment<br>-Health<br>-Housing<br>-Immigration<br>-Income assistance<br>-More... | Tel: 1-800-622-6232<br><a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html</a><br><br>Find a Service Canada office:<br><a href="http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp">http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp</a> |
| 16                                 | Services Québec | Simplified access to government of Québec programs and services:<br>-Job search<br>-Separation or divorce<br>-Arrival in Quebec<br>-Birth or adoption<br>-More...   | 150, rue Monseigneur-Ross,<br>5 <sup>e</sup> étage Gaspé,<br>QC G4X 2S7<br>Tel: 514-873-4000<br>Toll free: 1-877-767-8773<br><a href="http://www.mess.gouv.qc.ca/services-quebec/Index_en.asp">http://www.mess.gouv.qc.ca/services-quebec/Index_en.asp</a>   |



## 6.9 Legal resources & rights defense

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Legal resources & rights defense |                                       |  |  |
|----------------------------------|---------------------------------------|--|--|
|                                  | Organization                          | Description of Services  | Contact Information  |
| 1                                | À deux mains                          | The organisation is dedicated to the physical and mental well-being of youth. Legal resources. Legal clinic. More ...  | 5833, rue Sherbrooke O.<br>Montréal, QC H4A 1X4<br>Tel: 514-481-0277<br>fax: 514-481-2336<br><a href="mailto:info@headandhands.ca">info@headandhands.ca</a><br><a href="http://headandhands.ca/programs-services/legal-services/">http://headandhands.ca/programs-services/legal-services/</a>     |
| 2                                | Avant tout les enfants / Children now | Provide advice and support to individuals in distress dealing with family problems, particularly concerning young people in difficulty. Offer mediation and legal information services to underprivileged people via a confidential help-line. | 5167, rue Jean-Talon est,<br>bureau 260, Montréal QC,<br>H1S 1K8<br>Tel: 514-593-4303<br>Fax: 514-593-4659<br>Toll-free: 1-800-361-8453<br>(Canada)<br><a href="mailto:info@childrennow.ca">info@childrennow.ca</a><br><a href="http://avanttoutlesenfants.ca/">http://avanttoutlesenfants.ca/</a> |
| 3                                | Barreau de Montréal                   | Reference to lawyers in Montreal.  | 1, rue Notre-Dame Est,<br>bureau 9.80. Montréal,<br>QC H2Y 1B6<br>Tel: 514-866-9392<br>Fax: 514-866-1488<br><a href="mailto:info@barreaudemontreal.qc.ca">info@barreaudemontreal.qc.ca</a><br><a href="https://www.barreaudemontreal.qc.ca/">https://www.barreaudemontreal.qc.ca/</a>              |
| 4                                | Barreau du Québec                     | To ensure the protection of the public, the Barreau du Québec oversees professional legal practice and promotes the rule of law.<br><br>Provide services to help find a lawyer.  | Tel: 514 954-3411<br>Tel: 1-844-954-3411<br><a href="mailto:infobarreau@barreau.qc.ca">infobarreau@barreau.qc.ca</a><br><a href="http://www.barreau.qc.ca">http://www.barreau.qc.ca</a>  |

| Legal resources & rights defense |  |  |   |
|----------------------------------|--|--|---|
|                                  | Organization   | Description of Services  | Contact Information   |
| 5                                | Canadian Muslim Lawyers Association (CMLA)                         | Association of Canadian Muslim Lawyers and Notaries. Contact them for reference  | <a href="mailto:qc@cmla-acam.com">qc@cmla-acam.com</a><br><a href="http://cmla-acam.ca">http://cmla-acam.ca</a>   |
| 6                                | Centre communautaire juridique de Montréal                         | Services cover 12 aspects of the law:<br><br>Family law, Criminal and penal law, Youth law, Immigration, Civil law, Administrative law (social assistance, SAAQ, CSST), Health law, Housing law, Bankruptcy, Carceral, HAS/SARPA, Services Outside of Quebec   | 425, boul. de Maisonneuve<br>O. Bur 600., Montréal<br>QC H3A 3K5<br>Tel: 514-864-2111<br>Fax: 514-864-1515<br><a href="http://www.aidejuridiquede montreal.ca/en/">http://www.aidejuridiquede montreal.ca/en/</a>                                 |
| 7                                | Centre d'assistance, d'accompagnement aux plaintes Montréal (CAAP) | To assist and support (upon request) users residing in the Island of Montreal territory wishing to lay a complaint.<br>CAAP can help:<br>-Provide information and guidance as required<br>-Listen and identify the subject of the complaint<br>-Provide information about rights and the complaint procedure<br>-Help build a case and write a complaint if required<br>-Provide assistance and coaching | 7333 St-Denis, Montréal<br>QC, H2R 2E5.<br>Tel: 514-861-5998<br>Toll Free: 1-877-767-2227<br>Fax: 514-861-5999<br><a href="mailto:info@caapidm.ca">info@caapidm.ca</a><br><a href="http://www.caapidm.ca/">http://www.caapidm.ca/</a>             |
| 8                                | Centres d'aide aux victimes d'actes criminels -CAVAC               | CAVACs offer front-line services to all victims of crime and their immediate family and to witnesses to a crime.<br>Services include:<br>-Post-traumatic and psycho-socio-legal intervention<br>-Information on rights and remedies<br>-Technical assistance<br>-Accompaniment<br>-Reference to specialized services   | Tel: 1-866-532-2822<br>(1-866-LE-CAVAC)<br><a href="http://www.cavac.qc.ca">http://www.cavac.qc.ca</a><br><br>CAVAC network:<br><a href="http://www.cavac.qc.ca/english/network/index.html">http://www.cavac.qc.ca/english/network/index.html</a> |
| 9                                | Commission des droits de la personne et des droits de la jeunesse  | Promote and uphold the principles stated in the Charter of Human Rights and Freedoms, the Youth Protection Act and the Youth Criminal Justice Act.<br>Mandate:<br>-Inform the public about their rights  | 360 Saint-Jacques St, 2 <sup>nd</sup> floor, Montréal<br>QC H2Y 1P5<br>Tel: 514-873-5146<br>Toll free: 1-800-361-6477<br>Fax: 514-873-6032  |

| Legal resources & rights defense |  |   |  |
|----------------------------------|--|---|--|
|                                  | Organization                                       | Description of Services   | Contact Information  |
|                                  |  | <ul style="list-style-type: none"> <li>-Carry out investigations in cases of discrimination and exploitation</li> <li>-Monitors the application of equal access to employment programs</li> <li>-More...</li> </ul>   | <a href="mailto:accueil@cdpdj.qc.ca">accueil@cdpdj.qc.ca</a><br><a href="http://www.cdpdj.qc.ca">www.cdpdj.qc.ca</a>   |
| 10                               | Commission des services juridiques                 | <p>Responsible for applying Québec's Act respecting legal aid and the provision of certain other legal services and for ensuring that legal aid is provided to any eligible person who applies for it.</p> <p>The Commission manages the legal aid network, made up of 11 community legal centres, two local centres and 119 legal aid offices (92 of which are permanent) throughout Quebec.</p> | <p>2, Complexe Desjardins,<br/> Tour Est, Bureau 1404<br/> Montréal QC<br/> Tel: 514-873-3562<br/> Fax: 514-864-2351<br/> <a href="mailto:info@csj.qc.ca">info@csj.qc.ca</a><br/> <a href="https://www.csj.qc.ca">https://www.csj.qc.ca</a></p>  |
| 11                               | Côté Cour  | <p>Côté Cour is a specialized service in conjugal and family violence in criminal justice. It provides professional court services for assessing the severity of conjugal and family violence, psychosocial support, referral and advocacy for victims (including children and loved ones) in Montréal.</p>   | <p>Association québécoise<br/> Plaidoyer-Victimes<br/> 4305, rue d'Iberville, bureau<br/> 201, Montréal, QC H2H 2L5<br/> Tel: 514-868-9577<br/> (Palais de Justice de<br/> Montréal)<br/> Tel: 514-861-0141<br/> (Cour municipale de<br/> Montréal)<br/> <a href="mailto:aqpv@aqpv.ca">aqpv@aqpv.ca</a><br/> <a href="http://www.aqpv.ca/index.php/ressources/64-ressources-d-aide-pour-les-victimes-d-actes-criminels/38-violence-conjugale/47-cote-cour">http://www.aqpv.ca/index.php/ressources/64-ressources-d-aide-pour-les-victimes-d-actes-criminels/38-violence-conjugale/47-cote-cour</a></p> |
| 12                               | L'Association québécoise Plaidoyer-Victimes (AQPV) | <p>A non-profit organization dedicated to promoting and defending the rights and interests of victims of crime and their families.</p> <p>It brings together more than 200 members (organizations, associations or individuals)</p>   | <p>4305, rue d'Iberville, bureau<br/> 201, Montréal QC H2H 2L5<br/> Tel: 514-526-9037<br/> Fax: 514-526-9951<br/> <a href="mailto:aqpv@aqpc.ca">aqpv@aqpc.ca</a><br/> <a href="http://www.aqpv.ca/">http://www.aqpv.ca/</a></p>  |

| Legal resources & rights defense |   |   |   |
|----------------------------------|---|---|---|
|                                  | Organization  | Description of Services   | Contact Information   |
|                                  |   | from victim organizations, the justice department, public safety, health, social services, education and the community.   |   |
| 13                               | Legal Information Clinic at McGill / Clinique d'information juridique de McGill | The Legal Information Clinic at McGill (LICM) is a non-profit, student-run, bilingual and free legal information service.<br>Mandate: To provide legal information, referral and community services to the McGill and Montreal communities, with a continuing commitment to meeting the needs of marginalized groups.   | William Shatner University Centre. 3480 McTavish, room 107. Montréal, QC H3A 0E7<br>Tel: 514-398-6792<br><a href="http://licm.mcgill.ca/">http://licm.mcgill.ca/</a>  |
| 14                               | Société Elizabeth Fry du Québec   | A free service for criminalized women. A lawyer is available to advise and assist incarcerated women who are awaiting trial or who are already incarcerated.<br>Services include:<br>-information on judicial procedures, advice,<br>-liaison with lawyers<br>-procedures to resolve problems with lodging, civil or family law, or problems relating to their incarceration, appeal or parole board hearings | 5105, Chemin de la Côte Saint-Antoine, Montréal QC H4A 1N8<br>Tel: 514-489-2116 ext. 222<br><a href="mailto:direction@elizabethfry.qc.ca">direction@elizabethfry.qc.ca</a><br><a href="http://www.elizabethfry.qc.ca/en/services-juridiques/">http://www.elizabethfry.qc.ca/en/services-juridiques/</a> |
| 15                               | Votre boussole juridique  | A search tool for free or low-cost legal resources available in Québec. Citizens who do not have the means to pay for the advice of a private lawyer can turn to community and government legal resources for information, support and guidance.  | <a href="http://votreboussolejuridique.ca/">http://votreboussolejuridique.ca/</a>   |
| 16                               | YWCA clinique d'information juridique   | Confidential, individual, information sessions are provided by volunteer lawyers and notaries with experience in a variety of legal areas, such as: Family law, Immigration Law, Criminal Law, Civil Law, Housing Law, Labour Law.  | 1355, boul. René-Lévesque Ouest (coin Crescent) Montréal, QC H3G 1T3<br>Tel: 514 866-9941, ext. 293<br>Fax: 514-866-4866<br><a href="mailto:infojuridique@ydesfemmesmtl.org">infojuridique@ydesfemmesmtl.org</a>  |

Legal resources & rights defense

|  | Organization | Description of Services | Contact Information   |
|--|--------------|-------------------------|---|
|  |              |                         | <a href="http://www.ydesfemmesmtl.org/services-la-collectivite/clinique-dinformation-juridique/">http://www.ydesfemmesmtl.org/services-la-collectivite/clinique-dinformation-juridique/</a> |

## 6.10 Resources for psychological help

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Resources for psychological help |   |   |  |
|----------------------------------|---|---|--|
|                                  | Organization  | Description of Services   | Contact Information  |
| 1                                | Centre d'aide de Bordeaux   | Individual and couple psychotherapy services.   | 6777, rue de Bordeaux,<br>Montréal, QC H2G 2S3<br>Tel: 514-374-3445<br><a href="http://centredaidedebordeaux.com">http://centredaidedebordeaux.com</a>   |
| 2                                | Centre de Services psychologiques de l'UQAM                       | Psychological and neuropsychological services to the population.<br>Short-term psychological assessment and intervention (psychotherapy) services.<br>A possibility of 15 meetings is offered to children, adolescents, adults, couples and seniors according to their needs. | 200, rue Sherbrooke Ouest,<br>Montréal, QC H2X 3P2<br>Tel: 514-987-0253<br><a href="http://psychologie.uqam.ca/centre-de-services-psychologiques.html">http://psychologie.uqam.ca/centre-de-services-psychologiques.html</a>   |
| 3                                | Centre St-Pierre  | Training, accompaniment and social intervention services. Individual and group psychotherapy.   | 1212, rue Panet,<br>Montréal, QC<br>Tel: 514-524-3561<br>Fax: 514-524-5663<br><a href="http://www.centrestpierre.org/">http://www.centrestpierre.org/</a>  |
| 4                                | Clinique Universitaire de psychologie de l'Université de Montréal | A training and research clinic which offers low-cost assessment and consultation services to people in the metropolitan area. Its services are offered by doctoral students under the supervision of experienced psychologists.   | Pavillon Marie-Victorin,<br>local D-331<br>1525, boul. Mont-Royal Ouest, Outremont<br>QC H2V 2J7<br>Tel: 514-343-7725<br>Fax: 514-343-7418<br>clinique-<br>universitaire@psy.umontreal.ca<br><a href="http://psy.umontreal.ca/resources-services/clinique-universitaire-de-psychologie">http://psy.umontreal.ca/resources-services/clinique-universitaire-de-psychologie</a> |
| 5                                | Famille nouvelle  | Therapy, psychotherapy, support and psychosocial support to low-income  | 1150 Boul. St-Joseph Est,<br>Bureau 106. Montreal.   |

| Resources for psychological help |                                     |   |   |
|----------------------------------|-------------------------------------|---|---|
|                                  | Organization                        | Description of Services   | Contact Information   |
|                                  |                                     | individuals, couples and families.  | Tel: 514-525-0063<br>famillenouvelle@videotron.ca<br><a href="http://famillenouvelle.org">http://famillenouvelle.org</a>  |
| 6                                | Institut Argyle                     | Individual therapy, couple counselling, family therapy, counselling services for groups and more...   | 4150 Ste Catherine St. West, Suite 328, Westmount, QC H3Z 2Y5<br>Tel: 514-931-5629<br>Fax: 514-931-8754<br>info@argyleinstitute.org<br><a href="http://argyleinstitute.org">http://argyleinstitute.org</a>                                  |
| 7                                | Prise II                            | Aims to support people with mental health problems and to improve their quality of life in the community.<br>Services include:<br>-a personal and social development program including support for integration into the workforce<br>-psychotherapeutic treatment services<br>-and more | 10 794, rue Lajeunesse, bureau 204<br>Montréal, QC H3L 2E8<br>Tel: 514-858-0111<br>Fax: 514-858-0321<br>info@prise2.qc.ca   |
| 8                                | Relax Action                        | A non-profit organization that aims to help people living with a mental health problem. The goal is to improve the client's quality of life and progress toward wellness.   | 1078, rue Laverdure, Bureau 213, Montréal QC H3L 2L9<br>Tel: 514-385-4868<br>Fax: 514-385-9735<br><a href="mailto:info@relaxactionmtl.com">info@relaxactionmtl.com</a><br><a href="http://relaxactionmtl.com">http://relaxactionmtl.com</a> |
| 9                                | Service populaire de psychothérapie | Adapted psychotherapy services to couples and families.   | Service populaire de psychothérapie<br>100, rue Tourangeau Est<br>Laval, QC H7G 1L1<br>Tel: 450-975-2182<br>Fax: 450-975-9966<br>spp@cooptel.qc.ca<br><a href="http://spp-laval.qc.ca/">http://spp-laval.qc.ca/</a>                         |

## 6.11 Health resources

(consultation, mental health, therapy, suicide, addiction and more)

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Health resources |  |   |   |
|------------------|--|---|---|
|                  | Organization   | Description of Services   | Contact Information   |
| 1                | AMI Québec sante mentale<br>(Agir contre la maladie mentale / Action on mental illness)  | AMI-Quebec Action on Mental Illness helps families manage the effects of mental illness through support, education, guidance, and advocacy.   | 5800 Décarie Blvd.,<br>Montréal, QC H3X 2J5<br>Tel: 514-486-1448<br>Tel: 1-877-303-0264<br><a href="mailto:info@amiquebec.org">info@amiquebec.org</a><br><a href="http://amiquebec.org">http://amiquebec.org</a>                                |
| 2                | Association des parents pour la santé mentale<br><br>Saint Laurent-Bordeaux-Cartierville | Support families and loved ones with mental illness.<br>Services include:<br>Telephone support, individual meetings, referrals and support for writing psychiatric assessment.  | 1055 Av Sainte-Croix<br>Annexe Bur 114, Ville Saint Laurent, QC H4L 3Z2<br>Tel: 514-744-5218<br><a href="mailto:apsm@videotron.ca">apsm@videotron.ca</a><br><a href="http://aidemaladiementale.com">http://aidemaladiementale.com</a>           |
| 3                | Canadian Mental Health Association / Association Canadienne pour la santé mentale        | A non-profit organization dedicated to mental health promotion and prevention. Its programs address the determinants of mental health (social support networks, coping skills, improved services, supportive environments, etc.) and target diverse populations (youth, elders, cultural communities, and the community at large. | 55, avenue du Mont-Royal<br>O, bur 605, Montréal<br>QC H2T 2S6<br>Tel: 514-521-4993<br>Fax: 514-521-3270<br><a href="mailto:acsmtl@cooptel.qc.ca">acsmtl@cooptel.qc.ca</a><br><a href="http://acsmmontreal.qc.ca">http://acsmmontreal.qc.ca</a> |
| 4                | Drug: Aide et Reference (DAR)  | Offers support, information and referral to people affected by drug addiction. 24 / 7.  | Tel: 514-527-2626<br>Tel: 1-800-265-2626<br>Fax: 514-527-9712<br><a href="mailto:dar@info-reference.qc.ca">dar@info-reference.qc.ca</a><br><a href="http://www.drogue-aidereference.qc.ca">http://www.drogue-aidereference.qc.ca</a>            |
| 5                | Info santé / Info sociale  | Free and confidential telephone consultation service. 24/7. An Info-Santé nurse Info-Social social worker can give advice and answer health-related questions or provide referral to a resource in the  | Tel: 8-1-1  |



| Health resources |   |  |   |
|------------------|---|--|---|
|                  | Organization  | Description of Services  | Contact Information   |
|                  |   | health or social services network.   |   |
| 6                | Revivre   | Relivre self-help groups are meetings that allow people with anxiety, depression or bipolar disorder to share their experiences.   | 5140 Saint-Hubert Street,<br>Montréal, QC H2J 2Y3<br>Tel: 514-529-3081<br>Fax: 514-529-3083<br>1-866-REVIVRE (738-4873)<br>revivre@revivre.org<br><a href="http://www.revivre.org">http://www.revivre.org</a>   |
| 7                | Sex & Couple Therapy<br><br>Department of Psychology at the McGill University Health Center | This service offers a wide range of assessment, treatment, and consultation services for sexual problems and couple/marital issues/distress.                             | Allan Memorial Institute:<br>1025 Pine Ave.W., Montréal<br>QC H3A 1A1<br>Tel: 514-934-1934 ext.<br>34285<br><a href="mailto:sexandcoupletherapy@gmail.com">sexandcoupletherapy@gmail.com</a><br><a href="http://www.sexandcoupletherapy.com/">http://www.sexandcoupletherapy.com/</a> |
| 8                | Suicide Action  | Support services, crisis workers and monitoring for people who are at risk of committing suicide, for their friends and family and for people affected by suicide. 24/7. | Tel: 514-723-4000<br>Tel: 1-866-277-3553<br>(1-866-APPELLE)   |

## 6.12 Resources in the Muslim Community

### (Healthcare, Lawyer, Shelter and more)

Please note: The description of services offered by each organization is only a summary and has been extracted from the organization's website. For more details and complete list of services, refer to the organization's website.

| Resources in the Muslim Community |  |   |  |
|-----------------------------------|--|---|--|
|                                   | Organization   | Description of Services   | Contact Information  |
| 1                                 | Amal Center for Women  | Counselling and psychosocial services for women. Support and assistance in a culturally competent manner to women affected by domestic abuse.         | 903 Boulevard Décarie, Ville Saint Laurent, Suite 204<br>QC H4L 3M3<br>Tel: 514-855-0330 (#1)<br><a href="mailto:info@amalwomenscenter.ca">info@amalwomenscenter.ca</a><br><a href="http://amalwomenscenter.ca/">http://amalwomenscenter.ca/</a> |
| 2                                 | Canadian Muslim Lawyers Association (CMLA)                   | Association of Canadian Muslim Lawyers and Notaries. Contact them for reference   | <a href="mailto:qc@cmla-acam.com">qc@cmla-acam.com</a><br><a href="http://cmla-acam.ca">http://cmla-acam.ca</a>  |
| 3                                 | Coach -<br>Melanie Trudel<br>Life Coach                      | Individual coaching, couple coaching, coaching with parents / children, coaching Family<br>Services offered in person, at clinic, online or by phone. | Tel: 514-813-2982<br><a href="mailto:MelanieSalimaCoach@gmail.com">MelanieSalimaCoach@gmail.com</a><br><a href="http://www.melaniesalima.com">http://www.melaniesalima.com</a>   |
| 4                                 | Coach - Emotional Development -<br>Andrée Bisson<br>(Anissa) | OASIS-HARMONIE<br>▲ Emotion Management<br>▲ Individual, couple and family assistance<br>▲ Workshops   | Tel: 514-566-9236<br><a href="mailto:andreebisson@gmail.com">andreebisson@gmail.com</a><br><a href="http://gestionemotionvieharmonieuse.jimdo.com">http://gestionemotionvieharmonieuse.jimdo.com</a>   |
| 5                                 | Food Bank<br>ICNA Relief Canada –<br>Montreal chapter        | Food Assistance.<br>Distribution and collection every Tuesday and Thursday 1-4pm.   | 5876 Upper Lachine Road<br>Montreal, QC H4A 2B9<br>Tel: 514-482-7070<br><a href="mailto:montrealfb@icnareliefcanda.ca">montrealfb@icnareliefcanda.ca</a>   |
| 6                                 | Health Clinic<br>Avicenne                                    | Walk in clinic with Arabic speaking staff and health providers.   | 6005 Boul Henri-Bourassa<br>O, Saint-Laurent,<br>QC H4R 1C4<br>Tel: 514-748-8999   |
| 7                                 | Health Clinic Le Plein Ciel                                  | Walk in clinic with Arabic speaking staff and health providers. Specialists, family   | 475 Boulevard de la Côte-Vertu, Saint-Laurent  |

| Resources in the Muslim Community |  |  |   |
|-----------------------------------|--|--|---|
|                                   | Organization   | Description of Services  | Contact Information   |
|                                   |  | medicine and pregnancy follow-up.  | QC H4L 1X7<br>Tel: 514-337-3171<br>Fax: 514-337-6023<br><a href="http://www.cliniquepleinciel.com">http://www.cliniquepleinciel.com</a>   |
| 8                                 | Helpline<br>Naseeha Muslim<br>Youth Helpline   | Muslim Youth Helpline provides a confidential youth helpline for young Muslims to receive immediate, anonymous, and confidential support over the phone from 6 – 9 pm, Monday to Friday (Eastern Standard Time). A telephone support line for young Muslims in North America, to talk about, and work through their issues with trained counsellors. | Tel: 1-866-627-3342<br><br><a href="http://naseeha.org">http://naseeha.org</a>  |
| 9                                 | Helpline<br>NISA Helpline  | Active listening service for women. Assist in supporting, helping and creating a plan of action for the best possible solutions.   | 1-888-315-NISA (6472)<br>info@nisahelpline.com<br><a href="https://nisahelpline.com/">https://nisahelpline.com/</a>   |
| 10                                | Immigration Services<br>Rabih Hammoud  | Registered Immigration Consultant (RCIC)   | Tel: 514-568-5618<br><a href="mailto:rabihammoud@gmail.com">rabihammoud@gmail.com</a>   |
| 11                                | Immigration Services<br>Bilal Hamideh<br><br>Go Canada Academic<br>& Immigration<br>Services | Immigration services for students, families, businesses and skilled workers.   | 300 boul. Marcel-Laurin,<br>suite 101, Montréal,<br>QC H4M 2L4<br>Tel: 438-932-7477<br>Tel: 438-883-4577<br><a href="mailto:info@gocanadaservices.ca">info@gocanadaservices.ca</a><br><a href="mailto:gocanadaservices@gmail.com">gocanadaservices@gmail.com</a><br><a href="http://GoCanadaServices.ca">http://GoCanadaServices.ca</a> |
| 12                                | Interpretation<br>Nermine Barbouch   | Cultural Interpreter in Health & Social Services. Arabic, French, English.   | Tel: 514-806-3257<br><a href="mailto:nermine_barbouch@yahoo.com">nermine_barbouch@yahoo.com</a>   |
| 13                                | Lawyer<br>Me Coline Bellefleur   | Lawyer specialized in family, immigration and civil law as well as international adoption.   | 1255 Boulevard Robert-Bourassa, Bureau 605,<br>Montréal, QC H3B 3V9<br>Tel: 514-875.8764 (#4)<br>Tel: 438-380-7070  |

| Resources in the Muslim Community |                               |  |   |
|-----------------------------------|-------------------------------|--|---|
|                                   | Organization                  | Description of Services  | Contact Information   |
|                                   |                               |  | <a href="mailto:cbellefleur@tbpk.ca">cbellefleur@tbpk.ca</a><br><a href="http://www.tbpk.ca/mecoline-bellefleur">http://www.tbpk.ca/mecoline-bellefleur</a>   |
| 14                                | Lawyer<br>Me Hazem Mehrez     | Canada-based law firm offering corporate, commercial transactional, disputes resolution and immigration services. Arabic, English, French    | 525 boulevard Décarie,<br>Saint-Laurent, H4L 3L1<br>Tel: 514-814-3367<br>Fax: 514-903-5441<br><a href="mailto:hmehrez@mehrezlaw.com">hmehrez@mehrezlaw.com</a><br><a href="http://mehrezlaw.com">http://mehrezlaw.com</a> |
| 15                                | Notary<br>Youssef Brij        | Notary services  | 5995 blv Gouin O, Montréal<br>QC H4J 2P8<br>Tel: 514-507-0671   |
| 16                                | Shelter Sister<br>Sabriah     | Founded and run by Sabariah Hussein. Temporary lodging to people in housing need. Food bank and soup kitchen available at the same location. | Tel: 514-489-3487   |
| 17                                | Translation<br>Matthew Compte | Translation from English to French<br>Revision in French and editing<br>Non-certified translation.   | Tel: 514-434-3392<br><a href="mailto:mathieu.comte.marciel@gmail.com">mathieu.comte.marciel@gmail.com</a>   |